

Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Guarding Services

Title	Handle noise complaints
Code	107734L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle noise complaints to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about noise complaints:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling noise complaints • Understand the provisions under the Noise Control Ordinance (Cap 400) with regard to: <ul style="list-style-type: none"> ○ Responsibilities of an individual not to make or cause to be made any noise which is a source of annoyance to any person ○ Responsibilities the owner, tenant, occupier or person in charge of any domestic premises who knowingly permits or suffers noise which is a source of annoyance to any person within a designated period of time • Be familiar with the various kinds of noise producing activities which are prohibited within a designated period of time as stated in the Ordinance • Be familiar with the proper way of handling noise complaints in domestic premises or public places • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle noise complaints</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Handle noise complaints effectively in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> ○ Inform the offender that the activities have breached the Noise Control Ordinance (Cap 400) ○ Request the offender to stop the activities ○ Seek further assistance from relevant government department(s) such as the Police and/or the Environmental Protection Department if the offender refuses to stop the activities or continues with the activities that make or cause to be made any noise which is a source of annoyance to any person • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Handle noise complaints effectively to the desired outcome in accordance to laid-down policies, procedures and guidelines; and• Contribute to safety and security of the premises under protection.
Remark	