

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

Functional Area - Guarding Services

Title	Handle suspicious persons
Code	107739L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle suspicious persons to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about suspicious persons:</p> <ul style="list-style-type: none"> <li>• Understand the objective and desired outcome of handling suspicious persons</li> <li>• Be familiar with the boundary and physical environment of the premises</li> <li>• Understand that trespassing is not a crime and does not fall within the definition of an arrestable offence</li> <li>• Be proficient in relevant policies, procedures and guidelines as well as contingency plans</li> <li>• Be proficient in the operations of relevant systems, devices and equipment</li> <li>• Possess the people skills to deal with others</li> <li>• Possess the communication skills to clearly and accurately report incidents</li> <li>• Possess the literacy skills to clearly and accurately record information and activities</li> </ul> <p>2. Handle suspicious persons Be able to:</p> <ul style="list-style-type: none"> <li>• Wear the designated uniform, identification badge and personal protective equipment</li> <li>• Take instructions from the supervisor and/or security control about the objective and desired outcome of the role</li> <li>• Maintain close communications with security control and/or the supervisor at every stage</li> <li>• Seek assistance or backup where necessary</li> <li>• Carry out appropriate actions in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> <li>○ Observe the activities of the suspicious person(s)</li> <li>○ Determine whether the activities constitute a crime or trespassing</li> <li>○ Approach the suspicious person(s) only if it is safe to do so</li> <li>○ Question the suspicious person(s) about their identity, purpose and authority of being at the premises</li> <li>○ If trespassing is confirmed, request the trespasser(s) to leave the premises and follow through until the trespasser(s) are out of the boundary of the premises</li> </ul> </li> <li>• Operate relevant systems, devices and equipment correctly and safely</li> <li>• Record and report all observations of irregular/abnormal activities or circumstances</li> <li>• Handle people with tact and courtesy</li> <li>• Keep proper records of all activities and actions</li> <li>• Report incidents and issues requiring management attention clearly and accurately</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Handle suspicious persons to the desired outcome in accordance to relevant policies, procedures and guidelines; and</li> <li>• Contribute to safety and security of the premises under protection.</li> </ul>
Remark	