

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

Functional Area - Guarding Services

Title	Liase with clients about guarding services
Code	107748L3
Description	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of a company holding a Type I security company license in Hong Kong. It covers the abilities to liaise with clients to effectively monitor service delivery in order to take timely actions to improve guarding services and/or agree on necessary changes to the service level agreements.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify factors that will affect liaising with clients about guarding services</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Understand the laws and regulations that will affect guarding operations, which should include but not be limited to: <ul style="list-style-type: none"> ○ Security and Guarding Services Ordinance, Cap 460 ○ Occupational Safety and Health Ordinance, Cap 509 and related regulations ○ Personal Data (Privacy) Ordinance, Cap 486 • Understand the organisation's duty of care and third party obligations with regard to maintaining safety and security of premises under protection • Explain the roles and responsibilities of guarding services • Explain the performance standards and service quality required • Explain the policies, procedures and guidelines and contingency plans relevant to guarding operations • Explain the terms and conditions of the service agreements with clients <p>2. Liaise with clients about guarding services</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Discuss and agree with clients on the methodology for assessing and the frequency of reporting about service delivery • Establish a mechanism to monitor complaints and feedback • Collect data and provide regular reports to the clients as required • Hold regular and ad hoc meetings at working level to address topical issues as they arise, with a view to identify opportunities for improvement and any additional or unnecessary requirements • Hold formal and regular review meetings with clients at a senior level with a view to: <ul style="list-style-type: none"> ○ Review the service and operations ○ Assess performance against service level agreements ○ Work together to resolve issues if the service does not meet service level agreements ○ Resolve any misunderstanding or over-expectation ○ Benchmark the service against other similar arrangements ○ Endorse variations to service level agreements ○ Approve budget projections • Report the discussions, decisions, actions and outcomes to management and other relevant parties
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Assess performance using prescribed methodology and provide regular reports to clients about service delivery as required; and• Hold regular meetings with clients to review and discuss and agree on ways and means to improve performance and any necessary changes to service level agreements.
Remark	Revised on Dec 2018