

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

Functional Area - Close Protection Services

Title	Supervise close protection operations
Code	107759L4
Description	This unit of competency applies to security personnel at supervisory level and above. It covers the knowledge and skills required to supervise a team of security personnel to perform close protection operations.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about supervising close protection operations</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Understand the provisions of the Employment Ordinance about employment contract, leave and rest days, reward and compensation, disciplinary actions and summary dismissal</li> <li>• Understand the scope, objectives and principles of the close protection services plan agreed with the client</li> <li>• Describe the concepts and skills to command and control security personnel deployed for close protection operations to accomplish close protection roles/tasks and handle incidents and emergencies</li> <li>• Describe the concepts and skills for coaching and training of security personnel deployed for close protection operations to further develop the capability of the team in carrying out close protection roles/tasks</li> </ul> <p>2. Supervise a team of security personnel deployed for close protection operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Coordinate and deploy security personnel and equipment for close protection roles/tasks <ul style="list-style-type: none"> <li>○ Assign roles/tasks by taking into considerations the working hours, rotation requirements, individual capabilities and other relevant attributes</li> <li>○ Communicate the roles and responsibilities, procedures for performing the roles/tasks and the expected outcome</li> <li>○ Acknowledge and balance the needs of the task, the team and the individuals where possible</li> </ul> </li> <li>• Monitor performance and reward and punishment <ul style="list-style-type: none"> <li>○ Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines as well as contingency plans</li> <li>○ Recognise and reward good performance</li> <li>○ Coach team members about shortcomings and take disciplinary actions against serious failures and mistakes where necessary</li> </ul> </li> <li>• Give direction and support to the team when needed <ul style="list-style-type: none"> <li>○ Provide direction in the event of an emergency where necessary</li> <li>○ Provide guidance and support in handling customer complaints and resolving problems</li> </ul> </li> <li>• Review performance outcome for continuous improvement <ul style="list-style-type: none"> <li>○ Examine reports to ensure proper records of all incidents</li> <li>○ Investigate incidents to identify gaps and failures and take corrective actions where necessary</li> <li>○ Identify training needs and provide training to further develop the team</li> <li>○ Provide feedback to line management to improve the close protection operations and policies and procedures</li> </ul> </li> </ul>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Command and control the team to effectively perform close protection operations according to the laid-down policies, procedures and guidelines as well as contingency plans;</li><li>• Uphold the conduct and behaviour and service quality of the team at a high standard at all time;</li><li>• Direct and support the team to handle incidents and emergencies and resolve conflicts;and</li><li>• Conduct reviews to identify areas for continuous improvement of the team and the close protection operations.</li></ul>
Remark	Revised on Dec 2018