

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

Functional Area - Security Control Room

Title	Supervise the daily operations of security control
Code	107777L4
Description	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations. It covers the abilities to supervise security personnel to perform security control operations according to laid-down procedures and guidelines.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect supervision of security control operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the requirements of relevant laws and regulations about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to security services in Hong Kong, which include: <ul style="list-style-type: none"> <li>○ Security and Guarding Services Ordinance, Cap 460</li> <li>○ Employment Ordinance, Cap 57</li> <li>○ Minimum Wage Ordinance, Cap 608</li> <li>○ Employees' Compensation Ordinance, Cap 282</li> </ul> </li> <li>• Analyse the functions and scope of service of the security control</li> <li>• Analyse the security control operations plan</li> <li>• Analyse the job roles and tasks involved in security control operations</li> <li>• Analyse the qualifications, skills and experiences of personnel that meet the requirements of the job roles and tasks of security control operations</li> <li>• Analyse the sites and security systems and devices monitored at the security control</li> <li>• Analyse relevant laid-down procedures and guidelines</li> <li>• Evaluate the concepts and skills for command and control of security personnel to accomplish security duties/tasks</li> <li>• Evaluate the concepts and skills for leading and coaching security personnel to perform security control operations to meet the desired outcome of the job roles and takes of security control operations</li> </ul> <p>2. Supervise the daily operations of security control</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Coordinate the deployment of security personnel to perform security control tasks <ul style="list-style-type: none"> <li>○ Assess the roles and tasks, working hours and rotation requirements as well as individual capabilities and other relevant attributes</li> <li>○ Clearly communicate the roles and responsibilities, procedures for performing the roles and tasks and the expected outcome</li> <li>○ Maintain a balance between the needs of the tasks, the team and the individual where possible</li> </ul> </li> <li>• Monitor performance and exercise reward and punishment <ul style="list-style-type: none"> <li>○ Monitor performance to ensure compliance with laid-down procedures and guidelines</li> <li>○ Recognize and reward good performance</li> <li>○ Coach security personnel to enhance their capabilities</li> <li>○ Take disciplinary actions against serious failures/mistakes and/or repeat offenders</li> </ul> </li> <li>• Give direction and support when needed</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Take control and give direction on urgent and/or critical matters</li> <li>○ Provide guidance and support in handling customer complaints and resolving problems and conflicts</li> <li>● Record and review performance outcome for continuous improvement <ul style="list-style-type: none"> <li>○ Monitor to ensure that all events and incidents are recorded as required</li> <li>○ Investigate incidents to identify gaps and failures and take corrective actions</li> <li>○ Identify training needs and provide training to further develop the team and individuals</li> <li>○ Provide feedback to management in order to improve security control operations</li> </ul> </li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Deploy security personnel and monitor performance to ensure that they comply with the laid-down policies, procedures and guidelines as well as uphold the required standard of conduct and performance for security security control operations;</li> <li>● Take control and give direction on urgent and/or critical matters and resolve problems and conflicts; and</li> <li>● Review operations and make recommendations to improve the effectiveness and efficiency of security control operations</li> </ul>
Remark	Revised on Dec 2018