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

Functional Area - Armoured Transportation

Title	Establish service level agreements with clients about armoured transportation
Code	107796L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to establish service level agreements with clients about armoured transportation services and ensure that the services comply with all relevant laws and regulations and meet the expected service quality and standards of a Type II security company license in Hong Kong.
Level	5
Credit	2

Competency	Performance Requirements
	1. Knowledge about armoured transportation and service level agreements with clients:
	
	• Understand the requirements of a Type II security company license for a company to provide armoured transportation services in Hong Kong
	• Understand laws and regulations relevant to armoured transportation operations which should include but not limited to:
	   o Security and Guarding Services Ordinance, Cap 460
	   o Firearms and Ammunition Ordinance, Cap 238
	   o Occupational Safety and Health Ordinance, Cap 509 and the associated regulations
	• Understand the company's scope of armoured transportation services
	• Understand the costs and resources required in respect of the services
	• Understand the resources available for the services offered by the company
	• Understand the terms and conditions of the insurance policies in respect of the services
	• Understand the company's policies, procedures and guidelines regarding armoured transportation operations
	• Understand risks associated with armoured transportation operations
	• Understand the key principles and terms and conditions of service level agreements in respect of armoured transportation services
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Establish service level agreements with clients about armoured transportation services
	
	   Be able to:
	• Obtain client's specifications of armoured transportation services and service quality and standards required
	• Assess risks, resources and costs required to meet with the client's specifications
	• Develop the proposed service plan, which should include but not limited to:
	   o Services to be provided – in-scope vs. out-of-scope services
	   o Resources to be deployed
	   o Service quality and standards to be expected
	   o Obligations of the service provider and the client
	   o Legal and regulations considerations
	   o Risk considerations and insurance coverage
	   o Protocols
	   o Processes involved
	   o Policies, procedures and guidelines

Functional Area - Armoured Transportation

	○ Contingency plans ○ Service fees • Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process • Consolidate client feedback and revised requirements as the preferred service level agreement • Establish the formal service level agreement for approval of the company's senior management and legal advisor and other relevant stakeholders • Obtain the client's final sign-off of the approved service level agreement • Monitor performance and ensure compliance with the terms and conditions of the service level agreement • Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish service level agreements with clients that provide effective and efficient armoured transportation services; and • Ensure that the services meet all relevant laws and regulations and the expected service quality and standards of a company holding a Type II security company license.
Remark	