

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

Functional Area - Armoured Transportation

Title	Liaise with clients about armoured transportation services
Code	107807L4
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 license in Hong Kong. It covers the abilities to effectively monitor service delivery with clients in order to take timely actions to improve armoured transportation services and/or agree on necessary changes to the service level agreements.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about performance monitoring of armoured transportation services:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> ○ Security and Guarding Services Ordinance, Cap 460 ○ Firearms and Ammunition Ordinance, Cap 238 ○ Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in armoured transportation operations • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans associated with armoured transportation • Be familiar with the service level agreements with clients • Be proficient in the skills and techniques for assessing service delivery and liaising with client's • 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 <p>2. Liaise with client's about armoured transportation services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Discuss and agree with clients on the methodology for assessing and 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 • Ensure that regular and ad hoc meetings at working level are held 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 • Document all discussions, decisions, actions and outcomes.

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <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	