

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

Functional Area - Armoured Transportation

Title	Monitor armoured transportation operations
Code	107808L4
Description	This unit of competency applies to security personnel at supervisory level and above responsible for managing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to monitor the armoured transportation operations in order to ensure that personnel perform according to instructions and laid-down policies, procedures and guidelines of the company.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Review relevant information to identify critical factors that will affect the monitoring of armoured transportation operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Describe the company's policies, procedures and guidelines as well as contingency plans in relation to armoured transportation • Describe the terms and conditions of the service level agreements with clients • Describe the insurance arrangements and associated terms and conditions • Understand the threats and risks associated with armoured transportation • Evaluate the requirements of laws and regulations relevant to armoured transportation operations, 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 • Evaluate the concepts and skills for command and control of security personnel to accomplish security duties/tasks • Evaluate the concepts and skills for leading and coaching personnel to perform armoured transportation operations to meet the desired outcome of the job roles and tasks <p>2. Monitor armoured transportation operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Coordinate the deployment of security personnel and resources for the respective armoured transportation duties/tasks • Maintain close communications with the armoured transportation crews in accordance to the defined protocols and reporting systems • Convey instructions to the crews about their routes and schedule of deliveries and collections on a need-to-know basis • Closely monitor the armoured transportation operations in order to ensure strict compliance with instructions as well as the laid-down policies, procedures and guidelines • Take immediate actions to verify and respond to suspicious activities detected • Give direction and support to the crews when needed: <ul style="list-style-type: none"> ○ Take control and give direction on urgent and/or critical matters ○ Provide guidance and support in handling customer complaints and resolving problems and conflicts • Record and review performance outcome for continuous improvement: <ul style="list-style-type: none"> ○ Monitor operations to ensure that activities and incidents are properly recorded as required ○ Investigate incidents to identify gaps and failures and take corrective actions

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	<ul style="list-style-type: none"> ○ Identify training needs and provide training to further develop the teams and individuals ○ Provide feedback to management in order to improve the armoured transportation operations and associated policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy personnel and monitor operations in order to ensure that personnel perform according to instructions as well as laid-down policies, procedures and guidelines as well as uphold the required standard of conduct and performance for armoured transportation; • Take control and give direction on urgent and/or critical matters and solve problems and conflicts; and • Review operations and make recommendations to improve the effectiveness and efficiency of the armoured transportation operations.
Remark	