

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

Functional Area - Armoured Transportation

Title	Perform cash replenishment services for ATM machines
Code	107817L2
Description	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to perform cash replenishment services for ATM machines in accordance to the laid-down policies, procedures and guidelines of the company and the service level agreements with clients.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about cash replenishment services for ATM machines:</p> <ul style="list-style-type: none"> • Be proficient in 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 • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be familiar with insurance arrangements and associated terms and conditions • Be familiar with the service level agreements with clients • Understand the threats and risks associated with armoured transportation • Be proficient in the established protocols, procedures and guidelines with regard to cash replenishment services for ATM machines • Be proficient in the operation of secure containers, systems, devices and equipment for ensuring the safety and security of cash whilst in transit between the ATM machines and the armoured vehicle • 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. Perform cash replenishment services for ATM machines</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain close communications with the security control • Report any suspicions and abnormalities observed • Understand the physical environment and security measures of the ATM sites • Perform delivery and collection of cash cassettes from the ATM sites in accordance to established protocols, procedures and guidelines: <ul style="list-style-type: none"> ○ Stay alert to suspicious activities and circumstances ○ Safeguard the cash cassettes in transit between the ATM sites and the armoured vehicle through proper positioning of personnel and firearms ○ Deploy secure containers, systems, devices and equipment as required to protect the cash cassettes whilst in transit between the ATM sites and the armoured vehicle ○ Enter and exit the ATM sites for cash replenishment only when it is safe to do • Follow established protocols, procedures and guidelines for authentication before cash replenishment • Perform cash replenishment for ATM machines in accordance to laid-down procedures and guidelines:

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	<ul style="list-style-type: none"> ○ Cash replenishment operations should be shut from public view and guarded by the armed crew member ○ Replenish ATM machines and cash cassettes one at a time ○ Have the duress alarm on hand during the replenishment process ○ Carry out any other necessary services such as freeing jammed cards ○ Check that the ATM machines are intact and have not been tampered with ○ Complete all necessary documentation ○ Ensure that the ATM machines and associated security systems and devices are properly re-set and resume normal operations after the cash replenishment <ul style="list-style-type: none"> ● Respond to emergencies in accordance to relevant contingency plans ● Report and record all activities and incidents
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ● Perform cash replenishment services for ATM machines in accordance to laid-down policies, procedures and guidelines; and ● Ensure that the operations comply with all requirements in safety, security and documentation.
Remark	