

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

Functional Area - Investigation

Title	Develop and manage the investigative services of an organisation
Code	107844L6
Description	This unit of competency applies to security personnel at managerial level responsible for managing the investigative services of an organisation. It covers the abilities to properly deploy manpower and resources for investigative services and ensure that its operations are effective and efficient and meet the needs and objectives of the organisation.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information in order to identify critical factors that will impact on the management of the investigative services of an organisation</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Analyse legal issues relevant to investigations in Hong Kong • Evaluate the organisation's policies, procedures and guidelines for investigations • Evaluate the concepts and skills in resource planning and budgeting • Evaluate best practices for managing investigative services • Evaluate the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy • <p>2. Manage the investigative services of an organisation</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines to guide investigations • Collaborate and leverage with relevant internal and external parties (both formally and informally) in order to ensure the effectiveness and efficiency of investigative services • Deploy adequate manpower and resources to perform the expected scope of investigative services as per the investigations policy • Provide training and monitor performance to ensure that security personnel are properly trained and qualified for the investigative roles and tasks that they are deployed for • Establish case management and/or other administrative controls to oversee the execution of investigations to the desired outcomes • Monitor operations in order to manage expenditures on investigations within the approved budgets • Handle matters that may lead to potential legal liabilities and/or litigations under the proper guidance of legal professionals in consultation with senior management • Monitor operations to ensure that investigative actions comply with relevant policies, procedures and guidelines • Monitor operations to ensure that obligations relevant to information security and confidentiality as well as personal data privacy are observed • Conclude an investigation based on facts and ensure that the resolutions are practical and achievable • Follow up on findings and management decisions until the issues are resolved • Conduct periodic reviews to manage the organisation's needs and objectives for investigative services through trend analysis, intelligence analysis and cost/benefit analysis
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish investigative services to meet the needs and objectives of the organisation;

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

Functional Area - Investigation

	<ul style="list-style-type: none">• Monitor operations in order to ensure that investigations are effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	