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

Functional Area - Investigation

Title	Define the goals and service standards of investigations
Code	107845L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing investigative services of an organisation. It covers the abilities to define the goals and service standards of investigations.
Level	5
Credit	3

Competency	Performance Requirements
	1. Knowledge about conducting effective and efficient investigations
	
	• Understand the mission and business operations and objectives of the organisation
	• Understand legal issues relevant to investigations in Hong Kong
	• Be proficient in best practices about managing investigative services
	• Be proficient in the knowledge and techniques for conducting effective and efficient investigations
	• Understand the capabilities and limitations of the investigative services of the organisation
	• Possess the people skills and communication skills to liaise with others
	2. Define the goals and service standards of investigations
	
	Be able to:
	• Define the goals of investigations, which may include:
	    o As a service for external customers and/or an internal operation/service
	    o To document incidents reported
	    o To identify the root cause of undesirable situations and facilitate remedy actions
	    o To identify wrong-doers and facilitate restitution and recovery actions
	• Define the service standards of investigations, including:
	    o Objectivity
	    o Thoroughness
	    o Relevance
	    o Accuracy
	    o Timeliness
	• Document the goals and service standards
	• Match them against the unique features, requirements and policies and guidelines of the organisation
	• Make it known to personnel involved in investigations that these must be met in all investigations

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Clearly define the goals and service standards of investigations with due considerations given to the unique situation at the organisation; and • Effectively monitor and ensure adherence to these goals and service standards in all investigations.
Remark	