Security Services Industry
SCS-based Training Package

Progressive guarding services

(Level 2)

December 2019
(updated on March 2021)

List of Content

Section 3: "Integrated Scenario-based Exercises" Teaching and Assessment Guidelines 87

Section 4: Trainee's Self-Study Guidelines 99

Overview

Introduction

This training pack is designed to meet the requirements of Unit of Competency (hereafter called "UoC") #107751L2 and #107752L2. It is intended for people with several years of guarding experience with several aims: to enhance their practical knowledge and skills required to perform guarding services in accordance to established policies and procedures; to handle emergencies in an efficient and effective manner; to maintain close communications and coordinate actions with internal and external parties involved.

This training pack has consolidated the requirements of UoC #107751L2 and #107752L2 into 12 functional areas. It guide training institutions on how to systematically plan and develop training programmes for the "Progressive Guarding Course". After reading through this training pack, training institutions should have a good understanding of the requirements of the aforementioned two UoCs and should be able to effectively meet their Training Objectives as well as the requirements in content and connected matters. It is hoped that this training pack will help to reduce the cost of course development whilst maintaining the quality of training programmes.

Syllabus and Instructions for Use

The course outline of the "Progressive Guarding Course" covers the following 12 functional areas：

1. Knowledge and Skills relevant to Guarding Services
2. Conduct and Performance Standards of Guarding Services
3. Fire Safety and Precautionary Measures
4. Traffic Control Measures on Private Roads
5. Occupational Safety and Health
6. Personal Data Privacy
7. Preventing Crime
8. Handling Customer Enquiries and Complaints
9. Keeping Records and Writing Reports
10. Working with Government Emergency Services
11. Escalating Issues and Making Verbal Reports
12. Handling Emergencies and Major Incidents

This training pack is divided into four sections:

The first section provides general instructions. Topics covered in this section include:

- Aims
- Contents
- Training Objectives
- Learning Outcome
- Trainees
- Qualification of Trainers
- Mode of Delivery
- Training Venues and Facilities
- Mode of Assessment
- Course Development and Management

Appendices:
- Unit of Competency 107751L2
- Unit of Competency 107752L2
- Mapping of Topics against the Functional Areas

The second section contains teaching and assessment guidelines of each of the 12 functional areas of the "QASRS Basic Guarding Course". Topics covered in this section include:

- Teaching Guidelines
    - Intended Learning Outcomes
    - Contact Hours
    - Trainee Self-study Guidelines
    - Suggested Scope, Contents and Materials

- Assessment Guidelines
    - Mode of Assessment
    - Assessment Content
    - Marking Rubrics

- List of Training Aids

- References

The third section is the "Consolidated Scenario-based Exercises and Assessment Guidelines". Topics covered in this section include:

- Planning and Development Guidelines
- Assessment Guidelines

- List of Training Aids
- References

The fourth section covers self-study guidelines for trainees. It lists out the knowledge and skills of the "QASRS Basic Guarding Course" that trainees are required to revise for each functional area of this course.

Appendix 1: Unit of Competency 107751L2

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

Title	Perform progressive guarding services (Note: extended basic training in addition to QASRS)
Code	107751L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises and has accumulated a certain level of job experiences. It covers the knowledge and skills required to perform progressive guarding services in accordance to established policies, procedures and guidelines relevant to the premises.
Level	2
Credit	1
Competency	Performance Requirements 1. Knowledge about progressive guarding services: • Be proficient in the roles and responsibilities of a security personnel for guarding services • Be proficient in the policies, procedures and guidelines relevant to guarding services • Be proficient in the standards of conduct and performance of security personnel for guarding services • Be proficient in laws and regulations giving the performance of guarding services • Be proficient in data privacy provisions relevant to guarding services • Be proficient in health and safety provisions relevant to guarding services • Be proficient in fire safety provisions relevant to guarding services • Possess the decision making skills to determine and respond to dynamic situations • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Perform progressive guarding services Be able to: • Acquire the knowledge and skills required through proper training and on the job experiences

	• Exhibit the standards of conduct and behaviour required of a security personnel for guarding services • Exercise decision making skills and take appropriate actions in response to fire and emergencies • Observe all data privacy provisions whilst carrying out guarding services • Observe all fire safety precautions and prevention measures at work • Observe all relevant health and safety provisions at work • Observe all relevant traffic provisions whilst enforcing traffic controls and measures on private roads • Observe all relevant provisions whilst carrying out search and arrest actions • Handle customer enquiries and complaints with tact and professionalism • Maintain proper and accurate records of all activities, incidents and emergencies
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Equip oneself with the required knowledge and skills of an experienced security personnel for guarding services; and • Complete the assigned tasks in accordance to policies, procedures and guidelines and relevant laws and regulations.
Remark	Revised on Dec 2018

Appendix 2: Unit of Competency 107752L2

<u>Specification of Competency Standards</u>
<u>for the Security Services Industry</u>
<u>Unit of Competency</u>

Title	Handle emergency situations according to pre-established procedures (Note: extended basic training in addition to QASRS)
Code	107752L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises and has accumulated a certain level of job experiences. It covers the abilities to decide and take appropriate actions at the outbreak of emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans relevant to the premises.
Level	2
Credit	1
Competency	1. Knowledge about handling of emergency situations: • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the function and operation of relevant systems, devices and equipment • Be proficient in the protocol and operation of systems, devices and equipment for effective communications with internal and external parties • Be proficient in the function and operation of government emergency services and relevant other non-government bodies • Possess the decision making skills to determine and respond to dynamic situations • Possess the people skills and communication skills to deal with other • Possess the literacy skills to clearly and accurately record information and activities 2. Handle emergency situations according to laid-down policies, procedures and guidelines as well as contingency plans Be able to: • Identify the types of emergency according to the situation • Determine the impact on life safety, property and business operations • Report swiftly and clearly to the security control and/or the supervisor of the situation • Seek assistance and support where necessary

	• Report (if not already done by the security control) swiftly and clearly to government emergency services such as the police, fire services and ambulance services and/or other relevant non-government bodies about what happened, the location and the assistance needed • Take appropriate actions to protect life and property • Provide support and assistance to government emergency services and other nongovernment agents upon their arrival • Work with internal and external parties to contain the situation and resume normal operations as soon as possible • Maintain close and effective communications with all internal and external parties at every stage • Keep security control and/or the supervisor updated of developments at all time • Record and report all the activities, decisions and actions
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Handle emergency situations promptly and effectively and maintain close communications and coordinated actions with all internal and external parties involved; and • Complete the assigned tasks in accordance to policies, procedures and guidelines and relevant laws and regulations.
Remark	

Appendix 3: Mapping of Topics Against the Functional Areas

Mapping Table of the Revised Topics of Progressive Guarding Course and the Functional Areas of UoC 107751L2 and UoC 107752L2

UoC	Functional Areas	Self-study (relevant topics of TP-1)	1. Knowledge and Skills relevant to Guarding Services	2. Conduct and Performance Standards of Guarding Services	3. Fire Safety and Precautionary Measures	4. Traffic Control Measures on Private Roads	5. Occupational Safety and Health	6. Personal Data Privacy	7. Preventing Crime	8. Handling Customer Enquiries and Complaints	9. Keeping Records and Writing Reports	10. Working with Government Emergency Services	11. Escalating Issues and Making Verbal Reports	12. Handling Emergencies and Major Incidents	Integrated Scenario-based Exercises	Written Test
	Contact hours:	3 hrs	0.5 hr	0.5 hr	1 hr	1 hr	1 hr	1 hr	2 hrs	1.5 hrs	1.5 hrs	1 hr	1 hr	2 hrs	2.5 hrs	0.5 hr
107751L2	1. Acquire the knowledge and skills required through proper training and on the job experiences		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
	2. Exhibit the standards of conduct and behaviour required of a security personnel for guarding services		✓	✓	✓	✓	✓	✓	✓	✓				✓		✓
	3. Exercise decision making skills and take appropriate actions in response to fire and emergencies		✓		✓		✓							✓	✓	

Code	No.	Description		C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15	C16
	4.	Observe all data privacy provisions whilst carrying out guarding services		✓	✓				✓		✓	✓							✓
	5.	Observe all fire safety precautions and prevention measures at work		✓		✓		✓						✓	✓		✓		✓
	6.	Observe all relevant health and safety provisions at work		✓	✓	✓	✓	✓		✓		✓					✓		✓
	7.	Observe all relevant traffic provisions whilst enforcing traffic controls and measures on private roads		✓	✓		✓	✓	✓			✓	✓						✓
	8.	Observe all relevant provisions whilst carrying out search and arrest actions		✓	✓			✓	✓	✓		✓	✓	✓	✓				✓
	9.	Handle customer enquiries and complaints with tact and professionalism		✓	✓				✓		✓	✓						✓	
	10.	Maintain proper and accurate records of all activities, incidents and emergencies		✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	
107752L2	1.	Identify the types of emergency according to the situation		✓	✓	✓	✓	✓		✓							✓		✓
	2.	Determine the impact on life safety, property and business operations		✓	✓	✓	✓	✓		✓							✓		✓
	3.	Report swiftly and clearly to the security control and/or the supervisor of the situation		✓	✓	✓	✓	✓		✓					✓	✓	✓		
	4.	Seek assistance and support where necessary		✓	✓	✓	✓	✓		✓					✓	✓	✓		
	5.	Report (if not already done by the security control) swiftly and clearly to government emergency services such as the police, fire services and ambulance services and/or		✓	✓	✓	✓	✓		✓				✓	✓	✓	✓		

#	Task																	
	other relevant non-government bodies about what happened, the location and the assistance needed																	
6.	Take appropriate actions to protect life and property		✓	✓	✓	✓	✓		✓						✓	✓	✓	
7.	Provide support and assistance to government emergency services and other nongovernment agents upon their arrival		✓	✓	✓	✓	✓		✓			✓		✓	✓			
8.	Work with internal and external parties to contain the situation and resume normal operations as soon as possible		✓	✓	✓	✓	✓		✓			✓		✓	✓			
9.	Maintain close and effective communications with all internal and external parties at every stage		✓	✓	✓	✓	✓		✓				✓	✓	✓			
10.	Keep security control and/or the supervisor updated of developments at all time		✓	✓	✓	✓	✓		✓				✓	✓	✓			
11.	Record and report all the activities, decisions and actions		✓	✓	✓	✓	✓		✓		✓		✓	✓	✓	✓		

Section 1： General Instruction

Aim

This training package is intended to guide training institutions to systematically develop training programs for the "Progressive Guarding Course". The course is designed for people who have acquired several years of experience in guarding services. This course has several aims: to enhance their practical knowledge and skills for guarding work; to help them handle situations commonly faced by them at work in an efficient and effective manner; to do so in accordance to established policies, procedures and guidelines; and whilst doing so maintain close communications and coordinated actions with internal and external units involved in order to achieve the required outcomes.

The training program for "Progressive Guarding Course" has consolidated the requirements of UoC #107751L2 and #107752L2 into 12 functional areas. Based on the relevant knowledge and skills of the "QASRS Basic Guarding Course", each functional area progressively trains trainees to apply these knowledge and skills on different scenarios in guarding work until they can effectively handle emergencies and major incidents, that is, the abilities required under UoC #107752L. As such, it is suggested that training institutions should adopt this more cost-effective "Progressive Guarding Course" training program in order to help trainees enhance their practical knowledge and skills and learn how to effectively apply them in guarding work in order to achieve the required outcomes.

Syllabus

This training pack will cover 12 functional areas as listed below:

1. Knowledge and Skills Relevant to Guarding Services
2. Conduct and Performance Standards of Guarding Services
3. Fire Safety and Precautionary Measures
4. Traffic Control Measures on Private Roads
5. Occupational Safety and Health
6. Personal Data Privacy
7. Preventing Crime
8. Handling Customer Enquiries and Complaints
9. Keeping Records and Writing Reports
10. Working with Government Emergency Services
11. Escalating Issues and Making Verbal Reports
12. Handling Emergencies and Major Incidents

Training Objectives

This training pack is intended to provide an adequate set of progressive training guidelines for personnel with several years of experience in guarding services. The objectives are to enhance their practical knowledge and skills in order to efficiently and effectively handle guarding duties and emergencies and major incidents in accordance to established policies, procedures and guidelines as well as maintain close communications and coordinate actions with internal and external parties involved. As such, the course focuses on securing the required practical knowledge and skills of the trainees through explanations or discussions and then guiding them on how to apply what they learnt into different scenarios through role-plays. The trainer should provide immediate feedback about the performance of the trainees.

Intended Learning Outcomes

Upon completion of the "Progressive Guarding Course", trainees should:

- Acquire a deeper understanding of the latest practical knowledge and skills of guarding services;

- Be able to complete assigned duties in accordance to established policies, procedures and guidelines; and

- Be able to effectively handle emergencies and major incidents, maintain close communications and coordinated actions with internal and external units involved in accordance to established emergency plans.

Trainees

Since this "Progressive Guarding Course" is intended for providing training to guarding personnel with some experience, it is suggested that target trainees should meet the following conditions:

- Have completed a "QASRS Basic Guarding Course" that meets the standards of UoC #107753L1 with some industry experience; or

- Have been a security personnel with experience in guarding work of not less than 1 year

Qualification of Trainers (updated on March 2021)

Since this training program for "Progressive Guarding Course" covers 12 functional areas related to guarding services and puts equal emphasis to knowledge and skills, it is suggested that the trainers should, as a minimum, possess qualifications as follows:

- Conform to the requirements of "Quality Assurance System for Recognition Scheme of Security Training Course. (reference: https://www.sb.gov.hk/eng/links/sgsia/rec_b.html)

In addition, the key emphasis of this training program is to facilitate trainees in learning how to effectively apply what they learnt to practical work and trainers are required to provide them with immediate feedback. It is recommended that the integrated scenario-based exercises at the end of the course should be carried out in the presence of at least 1 trainer and 1 training assistant. Apart from the trainer who should meet the qualifications as outlined in the above section, the training assistant should preferably be experienced in frontline guarding work. At least one of them should have not less than 5 years of experience in supervising guarding duties.

Mode of Delivery

The course structure, training venues and facilities and mode of assessment recommended in this training pack are based on a face-to-face classroom mode of delivery. Training providers may adopt a different mode of delivery to design and deliver this "Progressive Guarding Services" course. However, they must suitably adjust the course structure, training venues and facilities and mode of assessment necessary for the adopted mode of delivery in order to meet the requirements of the UoCs and achieve the expected learning outcomes of the course.

This "Progressive Guarding Course" is meant for personnel with some experience in guarding services. The mode of training will mainly be class discussions and scenario-based exercises. It is intended that through these activities, trainees will refresh and gain a deeper understanding of the knowledge and skills for guarding work and learn how to apply them into their day-to-day work. This course emphasizes on practical exercises and immediate feedback. The recommended number of contact hours, self-study hours and trainer-to-trainee ratio are listed below:

• Mode of Delivery：	classroom mode
• Total Credit Hours：	20 hours (to be completed within 8 days)
• Ratio of contact hours and self-study hours:	4:1
• Contact Hours：	17 hours (minimum; including the integrated scenario-based exercises and written test)
• Self-study Hours:	3 hours
• Trainer-to-Trainee Ratio:	1:40 (maximum; the Trainer and Training Assistant for the Integrated Scenario-based Exercises are counted as one Trainer)

The recommended duration of contact hours of each functional area is listed below:

Functional Areas	Recommended Contact Hours
1. Knowledge and Skills Relevant to Guarding Services	0.5
2. Conduct and Performance Standards of Guarding Services	0.5
3. Fire Safety and Precautionary Measures	1
4. Traffic Control Measures on Private Roads	1
5. Occupational Safety and Health	1
6. Personal Data Privacy	1
7. Preventing Crime (including scenario-based exercises)	2
8. Handling Customer Enquiries and Complaints (including scenario-based exercises)	1.5
9. Keeping Records and Writing Reports (including scenario-based exercises)	1.5
10. Working with Government Emergency Services (including scenario-based exercises)	1
11. Escalating Issues and Making Verbal Reports (including scenario-based exercises)	1
12. Handling Emergencies and Major Incidents	2
Integrated Scenario-based Exercises and Assessment	2.5
Written Test	0.5
Total：	**17**

With regard to the three self-study hours, it is recommended that trainees should use them to enhance relevant practical knowledge and skills under the "QASRS Basic Guarding Course". Details will be listed in respective functional areas and self-study guidelines for trainees.

Training Venues and Facilities

This course puts equal emphasis on theories and practical skills and the mode of training is mainly through presentation, discussion, drills and scenario-based exercises. The training facilities should, as a minimum, meet the following standards:

- All training venues should comply with required standards in fire and structural safety.

- Each classroom should have a space at the front of the class for the trainer at least 1.5m wide, spanning the whole width of the classroom.
- Each trainee should have a minimum space of 1.1m² for both instruction and examination purposes.
- Suitable training aids (e.g. white boards and markers; overhead projectors and screens; computers and PA systems; etc.) should be made available.
- Suitable demonstration equipment (e.g. walkie-talkies) should be provided during training in order to allow trainees to learn about equipment relevant to guarding work and how to operate them.

Mode of Assessment

Some of the learning outcomes of this course are that the trainees adequately grasp the practical knowledge and skills involved in guarding work, can effectively handling emergencies and major incidents, and that the training outcomes have been achieved. In order to assess these, it is recommended that an assessment of each trainee by way of scenario-based exercises and a written test should be conducted at the end of the course.

Please refer to the relevant section for details about the scenario-based exercises and the assessment guidelines.

Taking into consideration the training scope and contents, the abilities of the trainees, and that the relevant UoCs are at Level 2 of the Qualifications Framework (hereafter called "QF"), it is recommended that the written test should be in the form of multiple-choice questions.

In order to ensure that trainees who completed the course have fully acquired the practical knowledge and skillsets for advanced guarding work, the written test should cover all major areas of the syllabus in the ratio as listed below:

Functional Areas	Number of Questions
1. Knowledge and Skills Relevant to Guarding Services	1
2. Conduct and Performance Standards of Guarding Services	1
3. Fire Safety and Precautionary Measures	4
4. Traffic Control Measures on Private Roads	2
5. Occupational Safety and Health	2
6. Personal Data Privacy	2
7. Preventing Crime	4
8. Handling Customer Enquiries and Complaints	1
9. Keeping Records and Writing Reports	1
10. Working with Government Emergency Services	1
11. Escalating Issues and Making Verbal Reports	1
12. Handling Emergencies and Major Incidents	5
Total：	**25**

Details of the recommended mode of assessment for the course-end written test are summarized below:

- Mode of Assessment: Written Test
- Content: Multiple Choice Questions
- Number of Questions: 25 (The questions should cover all major areas in the syllabus in the ratio as listed in the above table)
- Passing Score: Training institutions should set an appropriate passing score or percentage according to the depth of the written test
- Training institutions should have in place a question bank of not less than 50 questions and should ensure that at least 50% of the questions of each test are different from those of the previous one.

Training institutions should establish necessary examination rules and ensure that trainees fully understand the rules and comply with them.

Examinations should be supervised by experienced examiners in order to ensure their integrity.

Answer sheets should be marked by the trainer and validated by the management of the training institution (e.g. a course supervisor or administrator).

Training institutions should establish a system to ensure that accurate records of examination results are kept.

Course Development and Management

Training institutions should closely keep track of the training needs of the industry and the guidelines and rules set by relevant regulators (e.g. The Security and Guarding Services Industry Authority) and amend the course content accordingly in order to meet changes in training needs and regulatory requirements.

Section 2: Teaching and Assessment Guidelines

Functional Area: "Knowledge and Skills Relevant to Guarding Services"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will gain a deeper understanding of the key functions and day-to-day work of guarding services as well as the authority and legal responsibilities of a security guard when carrying out his duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.5 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics of functional area "Roles and Functions of a Security Guard" of the "QASRS Basic Guarding Course" before attending this course:

- Roles and Functions of a Security Guard
- General Duties of a Security Guard
- A security guard must only provide guarding services for reward whilst holding a valid Security Personnel Permit for the relevant category of security work
- The three categories of Security Personnel Permit relevant to guarding services

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following two areas:

1. The role and functions and general duties of guarding services

   Revise relevant content of functional area "Roles and Functions of a Security Guard" of the "QASRS Basic Guarding Course":

   - Roles and Functions of a Security Guard
   - General Duties of a Security Guard

The trainer should guide the trainees in discussion, :

- The daily tasks of a security guard involved in each of the key function(s) of guarding services

2. A security guard's authority and restrictions in performing his/her duties

Revise relevant content of functional area "Roles and Functions of a Security Guard" of the "QASRS Basic Guarding Course":

- A security guard must only perform guarding duties for reward whilst holding a valid Security Personnel Permit for the relevant category of security work
- The three categories of Security Personnel Permit relevant to guarding services

The trainer should guide the trainees in discussion, in order to deepen their understanding of the following situations:

- When performing guarding duties, a security guard must possess a valid Security Personnel Permit
    - A security guard must not go on duty if he/she does not hold in person the Security Personnel Permit.
    - A security guard must not go on duty if his/her Security Personnel Permit has expired.
    - If found by police to be carrying out guarding duties for reward without a valid Security Personnel Permit, one would have contravened the Security and Guarding Services Ordinance (Cap 460) Section II Article 10(a). Upon conviction in court, he/she is liable to a penalty of HK$10,000 or imprisonment for 3 months.
    - Apart from the Security Personnel Permit, certain duties associated with guarding services (e.g. performing traffic control on a private road) may also require explicit authorization.

- A security guard must have the employer's authorization to perform duties and must carry them out within specified duty hours and at specified locations
    - Outside the specified duty hours, a security guard acts without the employer's authorisation and is personally responsible for all legal liabilities arising out of his/her actions or conducts. Any injuries conceived in the course of such actions/conducts will not be considered as work-related and will not be covered by the Employee Compensation Insurance.

- Employers do not have management rights and responsibilities over areas outside the boundary of the property that they own or occupy. A security guard, if performing duties outside the boundary of the company that he/she serves, will be personally responsible for all legal liabilities arising out of his/her actions or conducts.

- When performing duties, a security guard must act in accordance with the employer's instructions and established policies, procedures and guidelines
  - Some sites may involve different forms of land leases, such as: private roads, public passages, etc. The responsibilities and modes for managing these will vary according to the terms and conditions of the deeds. When performing guarding duties, a security guard must follow the employer's instructions and established policies, procedures and guidelines in order to ensure the legality of his/her actions.
  - In accordance with the following legislations, the employer or his/her representative should have established appropriate, reasonable and legal measures as well as security policies, procedures and guidelines to ensure the safety and health of visitors and employees using the site:
    - Occupiers Liability Ordinance (Cap. 314)
    - Occupational Safety and Health Ordinance (Cap.509)
    - Security and Guarding Services Ordinance (Cap. 460)
  - A security guard who fails to follow the employer's instructions and established policies, procedures and guidelines in performing his/her duties, will be personally responsible for all legal liabilities arising from his/her actions or conducts.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the daily tasks involved in the main functions of guarding services?
2. Which categories of Security Personnel Permit are related to guarding services? What security work can each category do?
3. A security guard must hold a valid Security Personnel Permit when on duty. What are the consequences of violating this rule?

4. If a security guard has forgotten his/her Security Personnel Permit, can he/she be on duty?
5. If a security guard's Security Personnel Permit has expired, can he/she be on duty?
6. What are the conditions for a security guard to be considered authorized by the employer when performing his/her duties?
7. Why must a security guard perform duties at the time specified by the employer?
8. Why must a security guard perform duties at the location specified by the employer?
9. What are the consequences if a security guard performs duties at a time and place other than those specified by the employer?
10. Why must a security guard follow the employer's instructions and established policies, procedures and guidelines whilst carrying out duties?
11. What are the consequences if a security guard fails to follow the employer's instructions and established policies, procedures and guidelines whilst carrying out duties?

Question Sample

Question Sample	Model Answer

Which of the following conditions will a security guard be considered working under the authorization of the employer?
 	
Answers:
  (A) Perform duties at the time and place specified on the duty roster
  (B) Whilst on duty, act according to the verbal instructions of the supervisor(s)
  (C) Whilst on duty, act in accordance with established policies, procedures and guidelines at locations not belonging to the employer
  (D) Whilst off duty, carry out duties at the workplace in accordance with established policies, procedures and guidelines
  (E) Only (A) and (B) are conditions with the employer's authorization
	(E)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- "The Security and Guarding Services Ordinance (Cap. 460)" (must be the latest version); downloadable free of charge from the Hong Kong e-Legislation website (https://www.elegislation.gov.hk/); the latest version at the time of writing this training pack is October 2014.
    - Section I Article 2 "Interpretation of Security Work"
    - Part II Article 10 "Restrictions on Security Work"

- "Security Personnel Permit - Four Categories of Security Work" (must be the latest version); downloadable free of charge from the website of the Security and Guarding Services Industry Authority (https://www.sb.gov.hk/eng/links/sgsia/index.htm); the latest version at the time of writing this training pack is July 6, 2018.

- "Conditions for issuing a Security Personnel Permit" (must be the latest version); downloadable free of charge from the website of the Security and Guarding Services Industry Authority (https://www.sb.gov.hk/eng/links/sgsia/index.htm); the latest version at the time of writing this training pack is July 6, 2018.

- "Occupiers' Liability Ordinance (Cap. 314)" (must be the latest version); downloadable free of charge from the Hong Kong e-Legislation website (https://www.elegislation.gov.hk/); the latest version at the time of writing this training pack is September 2018.

- An overview of "Occupational Safety and Health Ordinance (Cap.509)" (must be the latest version); downloadable free of charge from the Hong Kong Labour Department website (https://www.labour.gov.hk/eng/legislat/content4.htm).

Functional Area: "Conduct and Performance Standards of Guarding Services"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will have a better understanding of the professional standards required of a security guard, behaviours prohibited by the Prevention of Bribery Ordinance (Cap. 201), and relevant policies, procedures and guidelines established by employers.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.5 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under the functional area "Standards of Performance and Conduct for a Security Guard" of the "QASRS Basic Guarding Course" before attending this course:

- The Performance Standards required of a Security Guard, including:
    - To wear the uniform specified by the employer whilst on duty and maintain it in a neat and tidy manner
    - To follow the employer's instructions whilst on duty and carry out duties according to the laid-down policies, procedures and guidelines
    - To not sleep, smoke, take alcohol or participate in any improper activities whilst on duty
    - To not act contrary to the requirements of his/her duties as a security personnel, such as being negligent, or remiss in the execution of his/her duties

- Behaviours prohibited by the "Prevention of Bribery Ordinance" (Cap. 201), including:
    - No agent (usually an employee) shall solicit or accept any advantage without the permission of his principal when conducting his principal's affairs or business; the offeror of the advantage is also guilty of an offence.

o "Advantage" includes money, gifts, loans, commissions, offices, contracts, services, favours and discharge of liability in whole or in part but does not include entertainment.

o "Entertainment" means the provision of food or drink, for consumption on the occasion when it is provided, and of any other entertainment provided at the same time, for example singing and dancing.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following two areas:

1. The professional standards required of a security guard

   Revise the "Performance Standards required of a Security Guard" under functional area "Standards of Performance and Conduct for a Security Guard" of the "QASRS Basic Guarding Course"

   The trainer should guide the trainees in discussion, in order to deepen their understanding of the following situations:

   - When on duty, a security guard should wear the clothing specified by the employer because:
     o It makes it easier for the public to identify him.
     o A suitably attired security guard will give a good impression and make people happy to cooperate with him.

   - When on duty, a security guard's actions are more likely to be lawful and with the authorization of the employer if he/she follows the employer's instructions and acts in accordance with the established policies, procedures and guidelines.

   - The performance of a security guard is constantly monitored by various parties, including police officers, employers, supervisors, clients and other members of the public. If he/she neglects his/her duties or commits improper or illegal acts, he/she may be put through retraining, verbal warnings or disciplinary actions for minor issues; and lose his job, have his Security Personnel License revoked, or bear relevant legal liabilities for more severe issues.

2. Prohibited behaviours in relation to acceptance of advantage under the Prevention of Bribery Ordinance (Cap. 201)

Revise the behaviours prohibited by the Prevention of Bribery Ordinance (Cap. 201) under functional area "Standards of Conduct and Performance for a Security Guard" of the "QASRS Basic Guarding Course"

The trainer should guide the trainees in discussion, in order to deepen their understanding of the following situations:

- The Prevention of Bribery Ordinance (Cap. 201) prohibits certain acts of accepting advantage in order to safeguard the integrity of the society and ensure that the interests of the public are treated fairly and reasonably.

- A security guard should clearly understand the employer's relevant policies, procedures and guidelines, including those that are permissible, those that need to be reported and the reporting procedures, etc. These include:
    - In general, employers will not allow employees to use their positions to seek personal advantage. Relevant rules will normally be made clear to employees in writing as soon as they join the company and where necessary, reiterated to employees again at least once a year.
    - The most common exception is the acceptance of "red packets" during Chinese New Year: some employers do not permit this while others may permit employees to receive red packets below a certain value within a specified time. Employers usually notify employees and related parties of the exceptional rules. If red packets are received within the specified time, the employee would have got prior permission of the employer and has not violated the Prevention of Bribery Ordinance (Cap. 201). On the contrary, the employee would violate relevant rules and may have to bear the legal liabilities that follow.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the rules related to guarding work?
2. Who monitors the performance of a security guard?
3. What are the consequences of violating the rules related to guarding work?

4. Why should a security guard wear the clothing specified by the employer when on duty?
5. Why should a security guard perform his/her duties in accordance with the employer's instructions and the established policies, procedures and guidelines?
6. What are the consequences if a security guard fails to follow the employer's instructions and the established policies, procedures and guidelines when performing his/her duties?
7. What are the behaviours in relation to acceptance of advantage that are prohibited under the Prevention of Bribery Ordinance (Cap. 201)?
8. Why are these behaviours prohibited by the Prevention of Bribery Ordinance (Cap. 201)?
9. Which of the employer's policies, procedures and guidelines in relation to the acceptance of advantage that a security guard should pay attention to?

Question Sample

Question Sample	Model Answer
What are the consequences if a security guard violates the rules related to guarding work? Answers: 　(A) Disciplinary actions 　(B) Retraining 　(C) Termination of employment 　(D) Revocation of Security Personnel Permit 　(E) All of (A) to (D) above are possible consequences	(E)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not

provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- "Conditions for issuing a Security Personnel Permit" (must be the latest version); downloadable free of charge from the website of the Security and Guarding Services Industry Authority (https://www.sb.gov.hk/eng/links/sgsia/index.htm); the latest version at the time of writing this training pack is July 6, 2018.

- Independent Commission Against Corruption – relevant legislations
  - Prevention of Bribery Ordinance (Cap. 201) – legislation relevant to the private sector (https://www.icac.org.hk/en/law/law/pobopri/index.html)
  - Prevention of Bribery Guidelines – Property Management (https://ichannel.icac.hk/tc/categorylist.aspx?video=483)

Functional Area: "Fire Safety and Precautionary Measures"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will gain a deeper understanding of the roles and responsibilities of a security guard in respect to "Fire Safety and Precautionary Measures".

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under functional area "Fire Precaution and Response" of the "QASRS Basic Guarding Course" before attending this course:

- "A security guard's fire safety roles and responsibilities", including
  - Ensure that fire exit doors are not locked
  - Ensure that smoke doors are kept closed
  - Ensure no obstruction to means of fire escape and that fire service installations are not obstructed
  - Ensure that fire service installations are in normal working condition
  - Correct use of fire service installations
  - Operations of high fire hazards

- Fire drills

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following four areas:

1. The roles and responsibilities of a security guard in relation to "Fire Safety and Precautionary Measures"

The trainer should discuss with the trainees and help them gain a deeper understanding of a security guard's roles and responsibilities in relation to "Fire Safety and Precautionary Measures" in the following aspects:
- Fire Prevention
- Fire Fighting
- Fire Evacuation

2. Fire Prevention

Revise the topic "A security guard's fire safety roles and responsibilities" under functional area "Fire Precaution and Response" of the "QASRS Basic Guarding Course"

Through presentation, viewing of videos and discussions, the trainer should deepen the trainee's understanding of the following:
- General fire service installations of residential buildings
- General fire service installations of commercial buildings
- Fire service installations should be inspected at least once a year
- How a security guard can contribute to building fire safety in his/her daily work

3. Fire Fighting

Through sharing of relevant videos of the Fire Services Department, the trainer should enhance the trainee's knowledge and skills in the operation of fire service installations

4. Fire Evacuation

Revise the content of "Fire Drill" under functional area "Fire Precaution and Response" of the "QASRS Basic Guarding Course"

Through presentation, viewing of videos and discussions, the trainer should deepen the trainee's understanding of the roles and responsibilities of a security guard during a fire evacuation:
- In the event of a fire, in addition to his/her own safe evacuation, a security guard should also assist other people in the building in evacuation
- A security guard should equip him-/her-self with the necessary knowledge and skills for fire evacuation through:
  - Participation in fire drills
  - Familiarization with fire response measures and evacuation instructions

        ○   Familiarization with the roles and responsibilities of a security guard in the event of a fire
        ○   Familiarization with the evacuation routes and assembly points
        ○   Familiarization with the distribution and operation of fire service installations
- Actions in the event of a fire
- Measures for evacuating from a high-rise building

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the roles and responsibilities of a security guard in fire prevention?
2. What are the general fire service installations of a residential building?
3. What are the general fire service installations of a commercial building?
4. How to maintain fire service installations in normal working condition?
5. What are the roles and responsibilities of a security guard in firefighting?
6. What are the functions of various types of fire service installations? How are they operated? What should be watched out for in their operation?
7. What are the roles and responsibilities of a security guard in fire evacuation?
8. Before a fire breaks out, how can a security guard equip him-/her-self with the knowledge and skills to evacuate?
9. In the event of a fire, what actions should a security guard take?
10. In the event of a fire, how can evacuation be carried out safely? How should fire evacuation be carried out in a high-rise building?

Question Sample

Question Sample	Model Answer
Chan Tai-man is the security guard of a residential building. He helps to enhance its fire safety during his day-to-day patrol duties. Which of the following does not fall within his scope of work?	(A)

Answers:
   (A) During his patrol, pay attention to whether the fire service installations comply with the legal requirements
   (B) During his patrol, pay attention to whether the fire service installations are in normal working condition
   (C) During his patrol, pay attention to whether the inspection period of the fire service installations has expired
   (D) During his patrol, ensure that fire escape routes and fire service installations are not obstructed
   (E) During his patrol, ensure that the smoke doors are kept close but not locked	

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(*Remark*: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- An Introduction to the Fire Safety (Buildings) Ordinance (Cap. 572) (https://www.hkfsd.gov.hk/eng/news/cap572.pdf)

- Home Fire Safety (https://www.youtube.com/watch?v=4W_3uxVwxtw)

- Commercial Building Fire Safety (https://www.youtube.com/watch?v=ZpXJaBF5G0g)

- Guidance Notes on Fire Safety at Workplaces
  (https://www.labour.gov.hk/eng/public/os/C/FireSafetyWorkplaces.pdf)

- Fire Safety Education (https://www.youtube.com/watch?v=8HgazFVX68Q)

- Correct Use of Fire Hose (https://www.youtube.com/watch?v=A2gqSZz2NxM)

- Actions in the event of a fire (https://www.youtube.com/watch?v=EHG11ZyovbA)

- Fire Escape (https://www.hkfsd.gov.hk/eng/source/safety/what_to_do.pdf)

- Fire Escape (https://www.youtube.com/watch?v=qUcCP4Kf11M)

- Emergency Evacuation: What Every Employee Should Know
  (https://www.youtube.com/watch?v=BNTq9WAGhzo)

- High Rise Evacuation (https://www.youtube.com/watch?v=gGdAH61WP7w)

Functional Area: "Traffic Control Measures on Private Roads"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will further understand the requirements of "Road Traffic (Parking on Private Roads) Regulations (Cap. 374O)" with respect to how a security guard should enforce traffic control measures on private roads.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under functional area "Performing Traffic Control Duties on Private Roads" of the "QASRS Basic Guarding Course" before attending this course:

- Duties of the road owners and traffic controllers
- Directing traffic

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Duties of the road owners and traffic controllers

    Revise the topic "Duties of the road owners and traffic controllers" under functional area "Performing Traffic Control Duties on Private Roads" of the "QASRS Basic Guarding Course".

2. Controlling traffic

    Revise the topic "Directing traffic" under functional area "Performing Traffic Control Duties on Private Roads" of the "QASRS Basic Guarding Course".

    Focus points:

- There is no legal authority for property managers or security guards of private property to direct traffic in Hong Kong. Under the Summary Offences Ordinance, anybody, who without lawful authority or excuse, does any act that causes obstruction to traffic may be prosecuted.
- A security guard with the authorization of the owner, may act on his/her behalf to carry out traffic control measures on private roads in order to ensure traffic safety and traffic flow. However, it is important that these measures will not cause obstruction to the road traffic outside the control area.
- Key considerations for directing traffic
- Through the viewing of videos, enhance the trainee's abilities to direct traffic using traffic hand signals.

3. Handling traffic offences and traffic accidents

   Key points:

   - Understand common traffic signs and road markings on private roads
   - Understand common traffic offences
   - What actions should a security guard take in the event of a traffic accident?

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the roles and responsibilities of private road owners and traffic controllers?
2. What are the common traffic signs and road markings on private roads?
3. What actions should a security guard take in the event of a traffic accident?
4. What are the key considerations for directing traffic? How is traffic directed using various traffic hand signals?

Question Sample

Question Sample	Model Answer

Chan Tai-man is the security guard of a residential property. He saw a car that was driven against the traffic on a private road and knocked down a pedestrian. Which of his following actions is incorrect?
 	
Answer:
    (A) Immediately make a report to police
    (B) If safe to do so, stop the car
    (C) Make a record of the incident and other details
    (D) Give the driver a verbal warning
    (E) The answers in (A) – (D) above are all correct
	(D)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- Code of Practice for Private Road
  (https://www.td.gov.hk/en/publications_and_press_releases/publications/free_publications/code_of_practice_for_private_road/index.html)

- Road Traffic (Parking on Private Roads) Regulations
  (https://www.elegislation.gov.hk/hk/cap374O)

- Road Traffic (Traffic Control) Regulations
  (https://www.elegislation.gov.hk/hk/cap374G)

- Building attendants required to undertake vehicular traffic control duty
  (https://www.info.gov.hk/gia/general/200610/18/P200610180119.htm)

- Handling Emergency Traffic Incidents by Motorists
  (https://www.gov.hk/en/residents/transport/safetymeasuresandtips/emergency.htm)

- Common Traffic Offences
  (https://www.clic.org.hk/en/topics/common_Traffic_Offences/)

- Traffic Hand Signals (https://www.youtube.com/watch?v=PJy7e1QlmoI)

- Key considerations for directing traffic and drills for traffic hand signals
  (http://163.21.130.16/eweb/module/download/update/traffic/file3006_8.ppt)

Functional Area: "Occupational Safety and Health"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will have a deeper understanding of the scope of the Occupational Safety and Health Ordinance (Cap. 509), the responsibilities of employers, the responsibilities of employees, and how to deal with occupational safety and health risks related to guarding services.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under "Occupational Safety and Health Ordinance (Cap. 509)" of functional area "Legal Responsibilities of a Security Guard" of the "QASRS Basic Guarding Course" before attending this course:

- The areas covered under the ordinance, including:
  - Accident prevention
  - Fire precaution
  - Workplace environment
  - Hygiene
  - First aid
  - Manual handling
  - Display screen equipment

- The roles of the employers, including:
  - providing and maintaining plant and work systems that do not endanger safety or health;
  - making arrangement for ensuring safety and health in connection with the use, handling, storage or transport of plant or substances;
  - providing all necessary information, instruction, training, and supervision for ensuring safety and health;
  - providing and maintaining safe access to and egress from the workplaces; and
  - providing and maintaining a safe and healthy work environment

- A security guard (as an employee) is responsible for:
  - taking care of the safety and health of persons at the workplace; and
  - using any equipment or following any system or work practices provided by their employers

- Occupational Safety and Health Risks of Guarding Work and Precautionary Measures
  - Occupational safety and health risks inherent to guarding work include:
    - Work accidents and injuries
    - Workplace violence
    - Health risks arisen out of handling blood and other body substances
    - Health risks arisen out of work strains
  - A Security Guard must carry out duties according to the laid‐down policies and procedures of the employer and operate the equipment provided by the employer properly and safely.
  - A Security Guard should also be aware of relevant occupational safety and health risks and the precautionary measures in order to protect their health and safety.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following four areas:

1. Occupational Safety and Health Ordinance (Cap. 509)

   Revise functional area "Legal Responsibilities of a Security Guard" of the "QASRS Basic Guarding Course" with respect to areas covered under the "Occupational Safety and Health Ordinance (Cap. 509)".

2. The Employer's Liabilities

   Revise functional area "Legal Responsibilities of a Security Guard" of the "QASRS Basic Guarding Course" with respect to the roles of the employers under "Occupational Safety and Health Ordinance (Cap. 509)".

3. A Security Guard's Liabilities and how to discharge these liabilities

   Revise functional area "Legal Responsibilities of a Security Guard" of the "QASRS Basic Guarding Course" with respect to the roles of a security guard under "Occupational Safety and Health Ordinance (Cap. 509)".

   The trainer should discuss in detail with the trainees on the following topics:

- In what areas can security guards assist employers in promoting workplace safety and health?
- Which services (e.g. providing first aid services) require going through an accredited training course and holding a qualified certificate to perform?
- Why should a security guard work in accordance with the system or work practices established by the employer?
- What are the consequences if a security guard fails to work in accordance with the employer's established system or working practices?

4. Occupational Safety and Health Risks of Guarding Work and Precautionary Measures

Revise functional area "Legal Responsibilities of a Security Guard" of the "QASRS Basic Guarding Course" with respect to "Occupational Safety and Health Risks of Guarding Work and Precautionary Measures" under "Occupational Safety and Health Ordinance (Cap. 509)"

The trainer should discuss in detail with the trainees about occupational safety and health risks in relation to various types of guarding work and the methods for dealing with them, including:

- How to avoid accidents caused by potential safety hazards at the workplace e.g. damaged floor and slippery road surface?
- How to avoid accidents caused by improper handling of dangerous goods e.g. firearms, ammunition, dangerous goods, etc.?
- In case of an emergency, a security guard often has to take care of injured persons before the arrival of medical services. What should he/she do in order to avoid health risks caused by improper handling of blood and other body substances?
- What should a security guard do in order to avoid injuries caused by collisions or improper lifting of human bodies when making an arrest or evicting trespassers?
- How should a security guard respond to workplace violence caused by conflicts or confrontations with colleagues, visitors, or other individuals?
- Guarding work often involves standing and patrolling for a long time, putting a lot of pressure on the waist, back and lower limbs. What should a security guard do in order to prevent body strains?

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the areas covered by the Occupational Safety and Health Ordinance (Cap. 509)?
2. What are the responsibilities of an employer under the Occupational Safety and Health Ordinance?
3. What are the responsibilities of a security guard under the Occupational Safety and Health Ordinance?
4. How can a security guard assist the employer in ensuring occupational safety and health in the workplace?
5. What services (e.g. providing first aid services) require going through a recognised training course and holding a qualified certificate to perform?
6. Why should a security guard work in accordance with the system or work practices established by the employer?
7. What are the consequences if a security guard fails to work in accordance with the system or work practices established by the employer?
8. What are the occupational safety and health risks inherent to guarding services?
9. How to avoid accidents caused by potential safety hazards in the workplace?
10. How to avoid accidents caused by improper handling of dangerous goods, e.g. firearms, ammunition, dangerous goods, etc.?
11. What precautionary measures should be taken when handling blood and other body substances?
12. What are the precautionary measures and techniques that will help to prevent injuries when making an arrest or evicting trespassers?
13. What should a security guard do in the event of workplace violence?
14. Guarding work often requires standing and patrolling for a long time, which puts a lot of pressure on the waist, back and lower limbs. What measures should be taken in order to prevent body strains?

Question Sample

Question Sample	Model Answer
A security guard should assist the employer to ensure safety and health in the workplace. Which of the following does not fall within the scope of guarding services? Answers: (A) Preventing accidents	(E)

| (B) Preventing fire
(C) Preventing workplace violence
(D) Providing first aid services
(E) Assessing health risks in the workplace | |

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(<u>Remark</u>: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- Occupational Safety and Health Ordinance (Cap. 509)
  (https://www.labour.gov.hk/eng/legislat/content4.htm)

- Occupational Safety Publications
  (https://www.labour.gov.hk/eng/public/content2_8.htm)

Functional Area: "Personal Data Privacy"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will gain a deeper understanding of the requirements of Personal Data (Privacy) Ordinance (Cap. 486) , what is regarded as personal data protected by the ordinance and how a security guard may manage visitors records and CCTV recordings in order to meet the requirements of the ordinance.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under functional area "Performing Visitor Registration Duties" of the "QASRS Basic Guarding Course" before attending this course:

- The Proof of Identity of Visitors, including:
    - According to "Guidance on Property Management Practices" published by the Office of the Privacy Commission for Personal Data
        - Before collecting a visitor's identity number, the property manager should, wherever practicable, give the visitor the option to adopt other less privacy-intrusive alternatives than providing his HKID card number.
        - The property manager should take appropriate measures to prevent visitors from seeing other people's data on the Visitor Register.
        - The records in the Register shall be destroyed as soon as the original purpose for which they were collected has been achieved.
    - A security guard must clearly understand the requirements of the organization that he/she serves with respect to identity documents, and follow the relevant policies, procedures and guidelines to perform the job.

- Performing Visitor Registration Duties
    - A Security Guard must follow relevant laid‑down policies, procedures and guidelines when carrying out visitor registration duties, which should include:
        - Clearly explain the purpose of collection and use of the visitor's data
        - Accurately record information of the visitor

- Take appropriate steps to conceal entries of other visitors when entering details of the visitor in the Visitor Register
- Data of visitors are collected for security reasons and should only be used in relation to security matters
- Any requests for reviewing visitor registration records must be handled in accordance to laid‑down policies, procedures and guidelines
- The security, retention period and destruction of visitor registration records must be carried out in accordance to laid‑down policies, procedures and guidelines

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following seven areas:

1. Guarding work and "personal data"

   Focus points:

   - Guarding work often involves "personal data", including:
     - Access control records and visitor registration
     - CCTV recordings
   - Handling of these records must comply with the requirements of "Personal Data (Privacy) Ordinance"

2. "Personal data" protected under the "Personal Data (Privacy) Ordinance"

   Focus points:

   - Personal Data means information which relates to a living individual and can be used to identify that individual.
   - It must also exist in a form which access to or processing of is practicable.
   - Personal data protected under the ordinance include:
     - An individual's name
     - Telephone number
     - Address
     - HKID Card number
     - Photograph
     - Medical records
     - Employment records, etc.

3. Six Data Protection Principles

   Focus points:

   - Understand the Six Data Protection Principles and their requirements:
     - Collection Purpose and Means
     - Accuracy and Retention
     - Use
     - Security
     - Openness
     - Data Access and Correction

4. Proof of identity of visitors

   Revise relevant content under functional area "Performing Visitor Registration Duties" of the "QASRS Basic Guarding Course".

5. Handling Visitor Registration records

   Revise relevant content under functional area "Performing Visitor Registration Duties" of the "QASRS Basic Guarding Course".

   Focus points:

   - Policies and measures for protecting privacy of personal data of visitors should include:
     - Display relevant policy of the organization at the visitor registration counter, including:
       - No entry for unauthorized personnel
       - Due to security reasons, all visitors must produce their proof of identify
       - The security guard has been authorized to enforce relevant measures and record the visitor's data
     - Guidelines for security of visitor's data
     - Guidelines for data retention and destruction
     - Guidelines about access to visitor registration records

6. Handling CCTV records

   Focus points:

- Policies and measures for protecting privacy of personal data of CCTV recordings should include:
    - Display clear notices to explicitly inform the public that they are subject to CCTV surveillance. The notices should contain details of the data user and the specific purpose of surveillance
    - Guidelines for security of CCTV recordings
    - Guidelines for retention and destruction of CCTV recordings
    - Guidelines about access to CCTV recordings, authorized personnel for approving access and the approval process

- A Security Guard must follow relevant laid‐down policies, procedures and guidelines when handling CCTV recordings, which should include:
    - Maintain the normal operation of CCTV systems and accuracy of the recorded data
    - Accurately record information of the visitor
    - Take appropriate measures to conceal CCTV recordings from unauthorized personnel
    - CCTV recordings are collected for security reasons and should only be used in relation to security matters
    - Any requests for reviewing CCTV recordings must be handled in accordance to laid‐down policies, procedures and guidelines
    - The security, retention period and destruction of CCTV recordings must be carried out in accordance to laid‐down policies, procedures and guidelines

7. Providing personal data collected for security reasons to law enforcement agencies

    Focus points:

    - Anybody (inclusive of law enforcement officers) who wants to access personal data collected for security reasons, must follow established policies, procedures and guidelines. The basic principle is to only access records that are consistent with their purpose of access and that there are practical needs for accessing such records.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What records collected through guarding work involves personal data?
2. What are personal data protected by the Personal Data (Privacy) Ordinance (Cap. 486)?
3. What are the six personal data protection principles? What are the requirements of each principle?
4. What types of documents will be accepted as visitor's proof of identity?
5. Regarding the enforcement of visitor registration, what policies and measures does an organization need to establish in order to comply with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486)?
6. What should a security guard pay attention to when performing visitor registration?
7. Regarding the handling of CCTV recordings, what policies and measures does an organization need to establish in order to comply with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486)?
8. What should a security guard pay attention to when handling CCTV recordings?
9. What principles does a security guard need to pay attention to when handling a request for accessing CCTV recordings?
10. Under what circumstances can a security guard provide to law enforcement officers personal data collected for security reasons?
11. What should a security guard do to the records containing personal data collected for security reasons that he/she has provided to law enforcement officers?

Question Sample

Question Sample	Model Answer

Chan Tai-man is the security guard of a prestigious residential property and is responsible for monitoring the CCTV system and managing the CCTV recordings in the security control room. A resident Mrs. Chan has just returned from overseas. She suspected that her husband took a woman home in her absence and requested to review the CCTV recordings in the building lobby and the passenger lifts. Which of the following is the correct way of handling the request?
 	
Answer:
  (A) Accompany Mrs. Chan to review the recordings
  (B) Review the recordings on behalf of Mrs. Chan and inform her of the results
  (C) Ask Mrs. Chan to provide the consent of the "data subject" or a court order
	(D)

<table>
<tr>
<td>
(D) Reject the request of Mrs. Chan since the recordings were obtained for security reasons and should only be used for security matters

(E) The above (A) – (D) are all wrong
</td>
<td></td>
</tr>
</table>

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- Six Data Protection Principles
  (https://www.pcpd.org.hk/english/data_privacy_law/6_data_protection_principles/principles.html)

- Guidance Notes on Property Management Practices
  (https://www.pcpd.org.hk//english/resources_centre/publications/files/property_e.pdf)

Functional Area: "Preventing Crime"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will further understand the roles and responsibilities and skills of a security guard in crime prevention as well as the legal underpinnings when he/she carries out relevant duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 2 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise relevant topics under the following four functional areas of the "QASRS Basic Guarding Course" before attending this course:

- Performing Access Control Duties
  - Controlling the Access of People
  - Controlling the Access of Vehicles
  - Controlling articles carried in and out by people
  - Checking people's belongings
  - Checking vehicles

- Performing Patrol Duties
  - Performing patrol duties
    - Preparation
    - Process
    - Staying on Alert
    - Key Points and Records
  - Common Events

- Monitoring Security Systems
  - Monitoring Intruder Alarm Systems
  - Monitoring Video Recording or CCTV Surveillance Systems
  - Monitoring Access Control Systems

- Crime Prevention, Arrest, Search and Use of Force
  - Preventing crime

  o Handling trespassers
  o Handling suspicious persons
  o Making an arrest
  o A Security Guard's Power of Arrest
  o Arrest and the Use of Force
  o Handling suspicious objects
  o Handling a scene of crime
  o Making a report for police assistance

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following two areas:

1. Discussion

- The trainer should lead trainees in discussion of the relevant functional areas, ensuring that they can grasp the contents and understand the function and operation of each types of work.

- Topics for discussion should include:
   - o How to prevent and detect crime through access control?
   - o How to prevent and detect crime through patrol?
   - o How to prevent and detect crime through monitoring of intruder alarm systems?
   - o How to prevent and detect crime through monitoring video recording or CCTV surveillance systems?
   - o How to prevent and detect crime through monitoring access control systems?
   - o Under what circumstances can a security guard make an arrest (a security guard's power of arrest)?
   - o Minimum force should be used when making an arrest. Under what circumstances can an arrest be made and be considered as having met the requirements for the use of minimum force?

2. Scenario-based Exercises

- It is recommended that the trainer should prepare some simple scenario-based exercises for the trainees to practise in class. Upon completion of each exercise, the trainer should provide trainees with feedback in order to ensure that they understand the required standards in handling various scenarios.
- Scenarios for the exercises should include:

o Making a report to police
Performance standard: be able to provide relevant information in a clear and concise manner

o Handling an incident of "suspicious person found"
Performance standard: be able to make observations, consider personal safety and ability and seek assistance/make a report to police before taking actions

o Handling an incident of "suspicious object found"
Performance standard: be able to make observations, assess safety risks, take appropriate actions to cordon off the suspicious object, then seek assistance/make a report to police

o Handling a scene of crime
Performance standard: be able to make observations, assess safety risks, seek assistance/make a report to police, then take actions; where necessary, attend to injured person(s), handle suspicious person(s), and cordon off the scene in order to keep the evidence intact.

o Searching the belongings of a visitor
Performance standard: be able to clearly convey the purpose of the search and under whose authority, carry out the search under the witness of the property owner, always ask the owner to take things out of a bag and never put his/her hand(s) inside any bag, ask the owner to confirm if there is any missing or damaged item upon completion of the search.

o Making an arrest
Performance standard: be able to make observations and assess whether the arrest is lawful, necessary and correct, consider personal safety and ability, use minimum force to arrest, then hand over the arrested person to police as soon as possible.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. How to prevent and detect crime through access control?
2. How to prevent and detect crime through patrol?
3. How to prevent and detect crime through monitoring of intruder alarm systems?
4. How to prevent and detect crime through monitoring video recording or CCTV surveillance systems?
5. How to prevent and detect crime through monitoring access control systems?
6. Under what circumstances can a security guard make an arrest (a security guard's power of arrest)?
7. Minimum force should be used when making an arrest. Under what circumstances can an arrest be made and be considered as having met the requirements for the use of minimum force?
8. How to make a report to police?
9. How to handle a suspicious person?
10. How to handle a suspicious object?
11. How to handle a scene of crime?
12. How to search the belongings of a visitor?
13. How to make an arrest?

Question Sample

Question Sample	Model Answer

Chan Tai-man is the security guard of a residential property and is responsible for performing access control. At 11 am, a man claimed to be visiting a friend at the 10/F and completed visitor registration. Afterwards, Chan Tai-man saw through the CCTV system that the man travelled from the 18/F to the G/F on a passenger lift. Chan Tai-man questioned the man who claimed that he just visited his friend at the 10/F but he was not there. Chan Tai-man believed that the man lied. What should Chan Tai-man do?
 	
Answers:
   (A) Make a report to police immediately
   (B) Arrest the man immediately on suspicion of burglary
   (C) Let the man leave since telling lies is not a crime
   (D) Seek assistance from the security control centre and continue to ask the man politely about his identity and purpose of visit
   (E) All of the above (A) – (D) are incorrect
	(D)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

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Suggested references:

- "Criminal Procedure Ordinance (Cap. 221)" (must be the latest version); downloadable free of charge from the Hong Kong e-Legislation website (https://www.elegislation.gov.hk/); the latest version at the time of writing this training pack is April 20, 2018.
    - o Article 101 Summary apprehension of offenders in certain cases

- Hong Kong Police e-Report Centre (https://www1.erc.police.gov.hk/cmiserc/CCC/PolicePublicPage?language=en)

Functional Area: "Handling Customer Enquiries and Complaints"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will further grasp the techniques in communication relevant to a security guard and can skilfully handle customer enquiries and complaints.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1.5 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under functional area "Handling Customer Enquiries and Complaints" of the "QASRS Basic Guarding Course" before attending this course:

- Employer's image
- Communication Tips
- Handling customer enquiries
- Handling customer complaints

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Guarding work and customer relations

   It is suggested that the trainer should explain to the trainees the key elements affecting relationship between guarding services and customer relations and ensure that they fully understand them:

   - Understand "Maslow's hierarchy of needs"
     - Stage 6: intrinsic values
     - Stage 5: self-actualization needs
     - Stage 4: esteem needs
     - Stage 3: long/belonging needs

- o Stage 2: safety needs
- o Stage 1: physiological needs

- Hong Kong is a developed area where the people are influenced by Western education and culture. Most Hong Kong people have fulfilled their physical, safety and social needs and are pursuing needs in the higher level, such as esteem and self-actualization.

- The nature of guarding is to achieve security through controlling or restricting people's behaviours. When security guards require customers to comply with certain security rules, they are often challenged and questioned about their rationale for doing so. In the course of communication, conflicts may occur, placing guards and customers in opponent positions, and even resulting in customer complaints against the guards.

2. Handling customer enquiries

Revise the following topics under functional area "Handling Customer Enquiries and Complaints" of the "QASRS Basic Guarding Course":

- Handling customer enquiries
- Communication Tips

The trainer should guide the trainees in discussion of the following topics:

- Common questions that a security guard may encounter whilst on duty
    - o Why?
    - o Based on what? (Based on what authority?)

- The feelings of people who raised such questions
    - o Anger – suffering loss or disrespect
    - o Grief – feeling unfair treatment

- Techniques for handling questions
    - o Calmness – keep emotions down
    - o Reward – compensate psychologically, but never say/do anything that does not comply with company policies
    - o Heart – be enthusiastic and empathetic

- Techniques for communication

The trainer should prepare a few common scenarios in advance for the trainees to practise their communication skills in handling customer enquiries. Apart from speaking skills and attitude, the trainer should also pay attention to whether the trainees can clearly and accurately explain the rationale for taking the relevant actions.   The trainer should give immediate feedback to the trainees about their performance.

3. Handling customer complaints

Revise the following topics under functional area "Handling Customer Enquiries and Complaints" of the "QASRS Basic Guarding Course":

- Handling customer complaints
- Communication Tips

The trainer should guide the trainees in discussion of the following topics:

- Common complaints against security guards

- The causes of such complaints
    - Anger – suffering loss or disrespect
    - Grief – feeling unfair treatment
    - Disappointment – expectations are not met / problems are not resolved

- A good system for managing customer complaints will help to turn customer complaints into opportunities for improving guarding operations.

- The processes for handling customer complaints generally involve:
    - Listen: understand the customer's needs in order to obtain key messages for handling the customer complaint
    - Respect: show respect to the customer in order to get rid of his/her negative emotions
    - Inquire: find out the crux of the problem and collect information for potential resolutions
    - Explain: clarify facts and provide options to resolve the problem
    - Resolve: satisfy the customer's needs
    - Add-value: provide a resolution that exceeds the customer's expectation
    - Record: consolidate relevant information and learn from experience

- Techniques for handling customer complaints

The trainer should prepare a few common scenarios in advance for the trainees to practise their communication skills in handling customer complaints. Apart from communication skills, the trainer should also pay attention to whether the trainees can clearly and accurately explain relevant policies, procedures and guidelines, use rationale for problem-solving and meet the general requirements in the process. The trainer should offer immediate feedback to the trainees about their performance.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are "Maslow's Hierarchy of Needs"?
2. What are the means for guarding services to achieve security?
3. What are the communication tips for security guards?
4. What psychological state is an inquirer often in when raising a question?
5. How should a security guard handle the questions raised by customers?
6. What are the common complaints against security guards?
7. Why would customers complain?
8. How should a security guard handle the complaints of customers?

Question Sample

Question Sample	Model Answer

What are the common complaints against security guards?
 	
Answer:
   (A) Impolite
   (B) Neglect of duty
   (C) Abuse of power / Unfairness
   (D) Sleeping on duty
   (E) All of the above (A) – (D) are true
	(E)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- ISO 10002 Customer Satisfaction & Complaints Handling (https://www.bsigroup.com/en-HK/ISO-10002-Customer-Satisfaction-and-ComplaintsHandling/)

Functional Area: "Keeping Records and Writing Reports"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will have a better understanding of the types of day-to-day records and reports involved in guarding work and know the techniques in writing relevant records and reports.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1.5 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the content of functional area "Work Records and Reports of a Security Guard" of the "QASRS Basic Guarding Course" before attending this course.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. Records and Reports

   The trainer should guide the trainees in discussion of the records and reports involved in guarding work, which should include:

   - Records involved in various guarding posts, e.g. records about the issuance and return of keys, access control records, etc.

   - Daily records of guarding work also include:
     - Post Log (also known as "OB" or "Occurrence Book")
     - Statement
     - Incident Report

   - A security guard must:
     - Understand established policies, procedures and guidelines concerning records and reports

o Comply with the requirements in respect of security, confidentiality, retention, circulation and destruction of records and reports.

2. Post Log

   Revise the topic "Occurrence Book" under functional area "Work Records and Reports of a Security Guard" of the "QASRS Basic Guarding Course".

3. Statement

   Revise the topic "Statement" under functional area "Work Records and Reports of a Security Guard" of the "QASRS Basic Guarding Course".

4. Incident Report

   The trainer should explain the functions and requirements of "Incident Report", which should include:

   - Functions
     o A report written for senior management in respect of an incident, providing a complete and detailed account of the incident, analysing the cause(s) and making suggestions of the next steps, e.g.
       – Accountability and recovery of loss (e.g. legal actions)
       – Preventing the incident from happening again (e.g. plugging loopholes, improving procedures, taking disciplinary actions, retraining personnel)

   - A security guard should know that:
     o Each organization will have its own requirements about incident reports
     o Incident reports normally cover:
       – An introductory summary of the incident
       – A detailed account of the occurrence of the incident
       – Other relevant information
       – Conclusion and Recommendation
       – Annexures: witness statement, exhibits, photographs, layout plans and any other relevant information
     o It is normally written on the instruction of senior management by specific personnel from the perspective of a third party. It is a complete report about the occurrence of the incident and the personnel involved and written based on collected records and

materials related to the incident (e.g. OB records, eyewitnesses and photographs of the scene, etc.).

- o The author of the report will analyse the cause of the incident and make recommendation of further actions.
- o The content of the report must be based on materials and evidence collected in hand and should be free of bias and personal opinions.
- o The recommended further actions must be fair, reasonable and lawful.

- Sample

Incident Report		
Date of report: 22/8/2018	Author: Cheung Sam (SG7754)	Position: Team 3 Security Control Room Officer
Incident No. IR-2018-001457		Type of Incident: Traffic Accident
Date Occurred: 17/8/2018	Time Occurred: 13.09	Injuries/Deaths: Yes (3 injured)	Loss: Nil
Occurred at: main gate of ABC Housing Estate			
Content:			

Content:

On 20/8/2018, Cheung Sam (Team 3 guard supervisor) received the instruction of the Property Manager of ABC Housing Estate to submit a report about the traffic incident with 3 injuries that occurred at the main gate on 17/8/2018.

On 17/8/2018, SG689 was responsible for access control at the main gate of ABC Housing Estate. According to the statement of SG689, at around 13.09 hours, a taxi BC3245 came through the gate with two passengers on board. Suddenly, it was hit by a lorry CD7890 from behind. The taxi was pushed forward and knocked onto a pedestrian on the zebra-crossing in front of the gate. As a result, the lorry driver bled on his forehead, one taxi passenger felt sick and the pedestrian had abrasion and bleeding on her limbs. At 13.30 hours, the lorry driver (male: Ng Tin-san, age 60) and the pedestrian (female: Li Lu-mei, age 30) were sent to hospital. The taxi passenger did not require further medical treatment in hospital. The traffic accident is investigated by HKI Traffic Accident Investigation Unit (HKI/TA/5678-18). None of the personnel or property of ABC Garden suffered any injury or loss in this incident.

According to the records of ABC Housing Estate, this was the 4th traffic incident ever since the main gate was installed three months ago. Details of the three incidents prior to 17/8/2018 were:

(1) At 3 pm on June 10, private car BC2345 suddenly stopped while passing through the gate. At the time, a motorcycle CD789 was also coming through from behind at medium speed. It managed to stop on time and the two vehicles only had a slight collision. The two drivers resolved the matter by themselves.

(2) At 7 pm on July 2, private car CD5658 came through the gate at a slow speed and was hit from behind by a lorry AB8899. There was no injury. The two drivers resolved the matter by themselves. At the time, the lorry driver complained that he was not able to see the condition at the gate area from outside the estate and once he turned into the gate area, there was insufficient space for him to stop his lorry.

(3) At around 5 pm on July 29, a van BB5758, which was leaving the estate had a slight collision with another van AF7879, which was coming into the estate. Both vehicles were suspected of having crossed their vehicle lane. There was no injury. The two drivers resolved the matter by themselves.

In view of the above incidents, there is a need to improve the vision of people driving vehicles in and out of the estate through the main gate. It is suggested that a relevant professional should be engaged to assess the situation and provide options for improvement.

(Signed)
Cheung Sam (SG7754)
Team 3 Security Control Room Officer

Annexures:
ABC Housing Estate Layout Plan
ABC Housing Estate photographs showing the main gate area
Statement of SG689
OB records of June 10
OB records of July 2
OB records of July 29

5. Scenario-based Exercises

The trainer should prepare video recordings and photographs etc. of a few incidents related to guarding work in advance for the trainees to practise their writing skills of records and reports (inclusive of OB entries, statements and incident reports) based on the incidents. The trainer should offer immediate feedback to the trainees about their performance.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What records and reports are involved in guarding work?
2. Guards are required to understand the established policies, procedures and guidelines related to records and reports. What are the requirements that they must comply with in handling of records and reports?
3. What is the function of a post log? How should a security guard write in a post log?
4. What is the function of a statement? How should a security guard write a statement?
5. What is the function of an incident report? How should a security guard write an incident report?

Question Sample

Question Sample	Model Answer

Which of the following is not a common record and report of guarding work?
 	
Answers:
    (A) Post Log
    (B) Records about the issuance and return of keys
    (C) Duty roster
    (D) Statement
    (E) Incident report
	(C)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

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Suggested references:

- No suggestion

Functional Area: "Working with Government Emergency Services"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will have a deeper understanding of the government emergency services and their operation and how a security guard may seek the assistance of government emergency services and support their actions.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

No suggestion

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Government emergency services and their operation

    Focus points:

    *   Government emergency services include:
        o   Hong Kong Police Force
        o   Fire Services Department
        o   Marine Department
        o   Government Flying Services…etc.

    *   The government emergency response system has three phases: rescue, recovery and restoration; the mode of operation of each phase is different. In general, the three phases will only be activated in full when a "disaster" is encountered.

    *   In the "rescue" phase:
        o   Fire Services Department is responsible for rescue

- Hong Kong Police Force is responsible for providing support on site. Their role includes the setting up of cordon lines for restricted areas and restricting unauthorized personnel from entering the protected areas
- The main roles of security guards are to assist the rescue teams to reach their rescue targets and support police actions. These include the setting up of restricted areas, dispersing the crowd and enforcing access control.

2. Seeking the assistance of government emergency services

Focus points:

- Channels for seeking the assistance of government emergency services
  - If urgent assistance is required, call 999
  - Through 999, one can seek the assistance of police, fire services and ambulance services at the same time
  - If urgent assistance is required but a 999 call is not viable, one may report using SMS through 992. Refer to this link for details: https://www.police.gov.hk/info/doc/smsemg_e.pdf
  (Remark: Reporting by SMS through 992 is set up for people with hearing or speech disabilities and must be registered with specified institutions in advance before it becomes effective.)
  - If it is not urgent, other channels should be used

- When making a 999 call, a security guard must provide the following information:
  - Full details of the location of the incident
  - Details about the incident and the types assistance required, e.g. police, fire services or ambulance services
  - (If relevant) the number of injured person(s) so as to ensure that adequate manpower will be deployed
  - (If relevant) any trapped person(s) so as to ensure that adequate vehicle and equipment will be dispersed to scene
  - (If safe to do so) any other relevant details, e.g. someone broke in to rob, the robber is still in the house, etc.
  - The informant's name and contact details

- A security guard must know:
  - A security guard should act in accordance to laid‐down contingency plans and procedures in handling emergencies.
  - Before an emergency occurs, a Security Guard should:
    - Be familiar with the work environment, the location and the operation of building facilities and systems

- Be familiar with relevant contingency plans and procedures
- Be familiar with the equipment and their operation for handling emergencies
- Be familiar with relevant contingency tips in order to avoid inappropriate actions resulting in deaths / injuries and damage and loss to property.

o Swift communication is a key factor for successful handling of emergencies. A security guard should maintain up‑to‑date contact lists
and be familiar with the responsible person(s)/vendor(s) of building facilities and systems as well as the means and protocols for making police reports for assistance.

o Upon completion of a rescue operation, government emergency services will, based on the situation, follow-up and arrange for relevant government departments to manage issues that fall within their respective areas of responsibility, for example:
- Arrange for personnel from the Buildings Department to inspect building safety
- Arrange for personnel from the E&M Services Department to inspect the safe operation of gas, electricity and escalator/elevator, etc.
- Arrange for personnel from the Water Services Department to inspect the condition of water supply
- Arrange for personnel from the Drainage Services Department to inspect the drainage condition

o The main role of security guards is to guard the restricted areas. The above follow-up measures involve expertise of property management and engineering, the responsible personnel of which should be informed to attend scene to provide assistance.

3. Scenario-based Exercises

The trainer should prepare some materials related to emergency incidents in advance for the trainees to practise their skills in making police reports for assistance. The trainer should offer immediate feedback to the trainees about their performance.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the departments involved in government emergency services?
2. What is the scope of responsibilities of various departments in the event of an emergency?
3. What are the three phases of the government emergency response system?
4. How to seek assistance from government emergency services?
5. What preparations should a security guard make before an emergency occurs?
6. What preparations should a security guard make in order to ensure the swift communication in the event of an emergency?
7. How should a security guard cooperate with the work of the government emergency services?
8. Which government department(s) may be involved after an emergency? What are their areas of expertise?

Question Sample

Question Sample	Model Answer

Which of the following does not belong to government emergency services?
 	
Answers:
    (A) Hong Kong Police Force
    (B) Fire Services Department
    (C) Marine Department
    (D) Government Flying Services
    (E) Hong Kong St. John Ambulance
	(E)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

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Suggested references:

- Security Bureau – Emergency Response Management
  (https://www.sb.gov.hk/eng/emergency/)

Functional Area: "Escalating Issues and Making Verbal Reports"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the mechanism for escalating issues in the event of an emergency and further master the skills of making verbal reports.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics of the "QASRS Basic Guarding Course" before attending this course:

- The content and sample about "Verbal Reports" under functional area "Work Records and Reports of a Security Guard"
- The content and sample about "The Functions and Operation of Walkie-Talkies" under functional area "Guard Uniform and Equipment"

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. The mechanism for escalating issues

   The trainer should guide the trainees in discussion about the mechanism for escalating issues in the event of an emergency.

   Focus points:

   - Each guarding team will have a clear management structure, so that frontline personnel can seek the instruction of and report incidents to their immediate supervisor.

- The management of each guarding team will establish contingency plans in respect of related security risks.

- Each contingency plan will clearly list the leader and members of the contingency team and their contact information for the frontline personnel to quickly and accurately relay messages to in the event of emergencies, so that the responsible person(s) can make decisions and direct response actions.

- A security guard should be familiar with the management structure of his/her team, his/her immediate supervisor and the mechanism for escalating issues under each contingency plan.

2. Types and modes of reporting

   The trainer should guide the trainees in discussion about the types and modes of reporting.

   Focus points:

   - Reporting of incidents may be categorised as "immediate reporting" and "post-incident reporting".

   - "Immediate reporting" involves urgent or major incidents. Frontline personnel are required to verbally brief their immediate supervisor and related Contingency Management Team leader and members of a gist of the incident, so that they may quickly decide on the response actions and give instructions as well as support.

   - "Post-incident reporting" include:
     o Complete and comprehensive incident reports given by the frontline personnel verbally or in writing to senior management after the occurrence of an emergency or major incident.
     o Daily summary reports of incidents that occurred in the preceding 24 hours given by the guarding team to their security chief every morning. Where necessary, management may ask for more detailed reports of individual incidents. (Remark: "Incident reports" are discussed in detail under functional area "Keeping Records and Writing Reports")

3. Types of verbal reports and the techniques for making verbal reports

Revise the content and samples about "Verbal Reports" under functional area "Work Records and Reports of a Security Guard" of the "QASRS Basic Guarding Course".

4. The functions and operation of Walkie-Talkies

   Revise the topic "Functions and Operation of Walkie-Talkies" under functional area "Uniform and Equipment of a Security Guard" of the "QASRS Basic Guarding Course".

5. Scenario-based Exercises

   The trainer should prepare some materials related to emergency incidents in advance for the trainees to practise their techniques and skills on making verbal reports to their supervisors. The trainer should offer immediate feedback to the trainees about their performance.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the common mechanisms for escalating issues in relation to emergencies?
2. What are the different types of incident reports? What is the function of each type?
3. What is the function of a verbal report? What are the different modes of reporting?
4. What should be included in the content of a verbal report?
5. What should be watched out for when operating a Walkie-Talkie?
6. What are the frequently used terms when using a Walkie-Talkie?
7. What are the courtesy rules when using a Walkie-Talkie?

Question Sample

Question Sample	Model Answer
Which of the following does not belong to the content of a verbal report?	(E)

| Answers:
(A) What has happened?
(B) Seriousness of the incident
(C) Who is involved?
(D) Next steps
(E) Options for resolving the problems | |

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References

(<u>Remark</u>: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- No suggestion

Functional Area: "Handling Emergencies and Major Incidents"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will have a better understanding of the actions of a security guard in handling emergencies and major incidents and the knowledge and skills required to perform these actions.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 2 hours.

Self-study Guidelines for Trainees

It is recommended that trainees should revise the following topics under functional area "Handling Emergencies" of the "QASRS Basic Guarding Course" before attending this course:

- Types of Emergencies
- Handling emergencies – preparation
- Handling emergencies – procedures
- Contingency tips for "Typhoon"
- Contingency tips for "Flooding"
- Contingency tips for "Power Failure"
- Contingency tips for "Gas Leakage"
- Contingency tips for "Lift Failure"
- Contingency tips for "Bombs or Suspicious Objects Found"

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Revise functional area "Handling Emergencies" of the "QASRS Basic Guarding Course"

   The trainer should help trainees to deepen their understanding of the following topics and strengthen their capabilities in handling emergencies through discussions, role-plays and scenario-based exercises.

- Types of Emergencies, the preparation in advance and the procedures for handling them

- Contingency tips for various emergencies:
  - Contingency tips for "Typhoon"
  - Contingency tips for "Flooding"
  - Contingency tips for "Power Failure"
  - Contingency tips for "Gas Leakage"
  - Contingency tips for "Lift Failure"
  - Contingency tips for "Bombs or Suspicious Objects Found"

- Actions of a security guard in the event of a fire, which should include:
  - Making a police report for assistance
  - Fighting fire if it is safe to do so
  - Assisting in evacuation
  - Assisting in rescue
  - Post-incident restoration

- Actions of a security guard at the discovery of a bomb or suspected explosive device, which should include:
  - Actions for handling a bomb hoax call
  - Actions following the receipt of a bomb hoax
  - Actions before the arrival of police, including:
    - Safety measures
    - Visual inspections
  - Actions of a security guard, including:
    - Prevent others from getting near the suspicious object
    - Report to police for assistance
    - Never touch, remove or cover the suspicious object with any article
    - Never use radio or mobile phones within 25－meter radius of the object
    - Unless imminent danger exists, do not evacuate immediately
  - Upon arrival at scene, police will assess the situation and decide whether an evacuation is necessary. Their actions may include any of the following depending on the situation:
    - Assess and decide that there is no threat
    - Assess, search and evacuate
    - Assess and evacuate immediately

2. Actions of a security guard at the discovery of a postal item containing suspicious powder/substance

Focus points:

- Never touch the suspicious powder / substance directly
- Immediately cover the suspicious powder / substance with readily available items
- Turn off all fans and ventilation systems in the affected area or room
- If the suspicious powder / substance is scattered, do not try to clean it
- Take off any clothing that has been stained by the suspicious powder / substance and put them in plastic bags as soon as possible
- Cordon off the scene and prevent others from getting near the suspicious powder / substance
- Let everybody at the scene go to the nearest toilet or wash area and wash their hands thoroughly with soap and plenty of water
- Never let any of them eat and touch their own face
- Register the names and contact numbers of everybody at the scene
- Upon police arrival, hand over the list to police and assist their work

3. Handling Major Incidents

Focus areas:

- Major incidents include:
  - Public gatherings held in a private property, e.g. exhibition, concert, horse-racing, etc.
  - "Strikes" or "Demonstrations" held at a private property
  - "Public Gatherings" or "Public Processions" held in a public place

- During a public gathering in a private property, the duties of security guards include "access control" and "crowd management". They must comply with established policies, procedures and guidelines in performing their duties.

- Actions of security guards when there is a "strike" or "demonstration"

  Focus areas:
  - A "strike" is often organized by employees of the company when they are dissatisfied with their salary and benefits or certain individuals of the company. A "demonstration" may involve the company's employees or outsiders and their appeals may vary, including dissatisfaction with their salary and benefits or against certain individuals of the company, political issues, environmental issues, etc.

- o No action should be taken to remove people involved in peaceful sit-ins or strikes unless they are destroying company property, blocking access or using violence or causing nuisance to other people.
- o Security guards should report the incident as soon as possible in accordance with the escalation mechanism in the contingency plan and act according to the instruction of management.
- o The roles of security guards may include controlling access, maintaining order, closely monitoring the development of the incident in case the situation worsens, and gathering intelligence for management so that they may adjust their response plans and actions based on the situation.
- o If the company has a designated area for demonstration, security guards may be required to assist management to persuade the demonstrators to carry out their sit-ins or strikes there.
- o If it is the instruction of management to evict people involved in a strike or demonstration, security guards should:
  - – Remain courteous
  - – Inform them of the reasons why they must leave
  - – Explain the consequences if they refuse to leave
  - – Explain the actions to be taken and the purpose of such actions
  - – Allow them to leave by themselves
  - – Where possible, avoid having body contacts with them
  - – If body contacts cannot be avoided, try to keep them to the minimum: remove the people involved in the strike or demonstration safely, and stop all body contacts as soon as the purpose is achieved

- Actions of security guards when there is a "public gathering" or "public procession"

  Focus points:
  - o Security guards should take precautionary measures to prevent damage to private property and facilities should the incident develops into a riot
  - o Security guards should also enforce access control to prevent unauthorized personnel from trespassing into the private property
  - o Upon receiving police request to get into the private property, security guards should **act in accordance with the established policies, procedures and guidelines. They should familiarize themselves with the established policies and response actions of the company or the property owner or the occupier of the property in advance.**
  - o In the absence of established policies, procedures and guidelines, security guards may refer to the following principles:

– In the event that some unauthorized person(s) have entered the private property in the course of a major incident, serious crime or any other special situation and a request is received from police to enter the property in order to arrest them, security guards should cooperate . As it is an offence for a person to assault, resist or deliberately obstruct the police in the execution of their lawful duties.The maximum penalty for such an offence is imprisonment of two years. (see for example, Section 36B of the Offences Against The Person Ordinance (Chapter 212): "assaults, resists, or wilfully obstructs any police officer in the due execution of his duty or any person acting in aid of such officer" and Section 63 of the Police Force Ordinance (Chapter 232) : "Any person who assaults or resists any police officer acting in the execution of his duty, or aids or incites any person so to assault or resists, or refuses to assist any such officer in the execution of his duty when called upon to do so, or who, by the giving of false information with intent to defeat or delay the ends of justice, wilfully misleads or attempts to mislead any such officer, shall be liable on summary conviction to a fine of $5,000 and to imprisonment for 6 months.").

– Under normal circumstances, police should not enter a private property without the consent of the owner or the occupier. If police request to enter and inspect the private property, a security guard, before allowing police entry, may ask for an explanation of the purpose and reasons for entering the property and ask for production of a court order.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the different types of "emergencies"?
2. What preparations are required before an emergency?
3. What are the actions for handling an emergency?
4. What are the contingency tips for "typhoon"?
5. What are the contingency tips for "flooding"?
6. What are the contingency tips for "power failure"?
7. What are the contingency tips for "gas leakage"?
8. What are the contingency tips for "lift failure"?
9. What actions should be taken when there is a "fire"?
10. What actions should be taken when there is a "bomb hoax"?
11. What are actions should be taken when a "bomb or suspected explosive device" is found?
12. What actions should be taken when "a postal item containing suspicious powder / substance" is found?

13. How should security guards handle a "strike" or "demonstration"?
14. How should security guards handle a "public gathering" or "public procession"?
15. What does the offence of "assault, resist or wilfully obstruct any police officer in the due execution of his duties or any person acting in aid of such officer" (commonly known as "obstructing a police officer in the execution of his duties") under the "Offences Against the Person Ordinance (Cap 212 Article 36B)" involve?

Question Sample

Question Sample	Model Answer

When a security guard arrives at the scene of an emergency, he needs to immediately assess what assistance will be required. Which of the following is not something he needs to take into consideration at this stage?
 	
Answers:
    (A) The cause of the incident
    (B) Any injuries
    (C) Any crimes
    (D) Any crowd
    (E) Any damage to or failure of facilities
	(A)

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestion

References (updated on Oct 2020)

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- Inter-departmental Counter TerrorismUnit, Hong Kong Police Force -Stay Vigilant to Bomb Video and Pamphlet
  https://www.police.gov.hk/ppp_en/11_useful_info/svtb.html

- Simple Guidelines in the Event of Major Mishaps
  (https://www.sb.gov.hk/eng/emergency/mishaps/guidelines_mishaps.pdf)

- Aide-Memoire – Suspicious Objects and Bombs
  (https://www.sb.gov.hk/eng/emergency/advice/Aide-Memoire%20of%20Suspicious%20Objects%20and%20Bombs.pdf)

- How to Handle Postal Items Containing Suspicious Powder/Substance
  (https://www.sb.gov.hk/eng/emergency/advice/How%20To%20Handle%20Postal%20Items%20Containing%20Suspicious%20Powder%20Substance.pdf)

- Fire Escape (https://www.hkfsd.gov.hk/eng/source/safety/what_to_do.pdf)

- Fire Protection Notice No. 4 – Dangerous Goods
  (https://www.hkfsd.gov.hk/eng/source/notices/Fire_Protection_Notice_No_4.pdf)

- Information to be provided when making fire and ambulance calls
  (https://www.hkfsd.gov.hk/eng/fire_ambulance_services/fire_information.html)

- Gas Safety Tips to Users
  (https://www.emsd.gov.hk/en/gas_safety/gas_safety_tips_to_users/index.html)

- Electricity Safety (https://www.emsd.gov.hk/en/electricity_safety/index.html)

- Lifts and Escalators Safety
  (https://www.emsd.gov.hk/en/lifts_and_escalators_safety/index.html)

- Emergency Response Plan
  (https://www.ready.gov/business/implementation/emergency)

- How Security Should Handle Pickets and Strikes
  (https://www.csoonline.com/article/2124527/how-security-should-handle-pickets-andstrikes.html)

Section 3: "Integrated Scenario-based Exercises" Teaching and Assessment Guidelines

Teaching Guidelines

Intended Learning Outcomes

Upon completion of the scenario-based exercises, trainees will have a deeper understanding of the actions and considerations needed for various emergencies and will have practised various techniques and guarding services skills for handling emergencies.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 2.5 hours.

Qualifications of the Trainer and Training Assistant

Since the focus of "Integrated Scenario-based Exercises" is to help trainees apply what they have learnt to handle practical work effectively, a trainer and a training assistant will be required to be present throughout the lesson. The trainer must meet the qualifications required for teaching the "Progressive Guarding Course" while the training assistant should preferably be experienced in frontline guarding work. At least one of them should have not less than 5 years of experience in supervising guarding duties.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following areas:

1. Overview of scenario-based exercises

    It is recommended that the trainer should, based on recent news events, prepare not less than six emergency situations for the lesson.

    The exercises should start from scenarios about individual issues and develop to include more complex issues. The simple exercises at the beginning will allow trainees to become familiar with the exercise mode and practise their basic guarding skills. The more complex exercises will allow trainees to experience the tension of emergencies and practise their knowledge and skills in responding to them.

Each exercise including the post-exercise review will, in average, take around 30 minutes. In this lesson, a minimum of one simple and four complicated exercises should be done so that each trainee gets the chance to participate in an exercise.

2.   Topics for the exercises

The exercise topics should include:

- Handling a "trespassing" incident
- Handling a "suspicious person(s) found" incident
- Handling a "scene of crime"
- Handling a "flooding" incident
- Handling a "gas leakage" incident
- Handling a "lift failure" incident
- Handling a "fire" incident
- Handling a "bomb hoax" call
- Handling a "bomb or suspected explosive found" incident
- Handling a "mail item containing suspicious powder/substance" incident
- Handling an accident
- Handling a labour strike
- Handling a demonstration

Please refer to Appendix 1 for an Exercise Scenario Sample.

3.   The number of person(s) and their roles involved in an exercise

The number of trainees involved in each exercise should be no more than 10 people. The remaining trainees will be observers.

Depending on the situation, the roles of the trainees involved in the exercise will vary but should, in general, include:

- A guarding supervisor
- A security guard for the security control room
- Frontline security guard(s)
- Other roles as required in the scenario

4.   Intended learning outcomes of the exercises

It is expected that through the exercises the trainees will:

- Get an insight into actions that a security guard should take and consider when responding to an emergency. These should include:
    - The roles and responsibilities of a security guard
    - The roles and responsibilities of other internal and external personnel
    - The process
    - The inherent risks
    - The response measures
    - The response actions - do's
    - The response actions – don'ts
    - The evacuation procedures
    - The restoration procedures

- Practise the guarding techniques and skills related to the handling of various emergencies, which should include:
    - How to assess the risks involved at the scene
    - How to operate the emergency facilities at the scene
    - How to make a police report for assistance
    - How to make a verbal report to senior management
    - How to operate a Walkie-Talkie
    - How to make an OB entry

- Experience the importance of teamwork in guarding services

5. Set-up and facilities of the venue for the exercises

It is recommended that the trainer should gather trainees involved in each exercise, either sitting in a circle or around a table so that they can see each other. Other trainees may observe outside the circle.

The trainer should prepare some suitable pictures/photographs to help the participants understand the environment, background and their roles in the exercise.

It is recommended that the whole exercise should be recorded so that the recordings may be referred to during the post-exercise review and may be kept as evidence of the performance of the trainees.

6. The process of the exercises

Each exercise should start with an introduction by the trainer about:
- The topic and scenario of the exercise
- The assigned roles
- What the role-players need to do:

- To assume the role assigned to them
- To verbally explain each of their actions, operations and considerations
- To practise direct conversation with other role-players, e.g. speaking with the security control room, making a verbal report to senior officer, making a 999 call, etc.
- What the observers need to do:
  - Pay attention to the process of the exercise
  - Assess if the actions are correct
  - Assess the performance of the role-players

The trainer will be responsible for giving instructions to the trainee(s) who play the role of security guard(s) and introduce to them about their roles, relevant background and the environment of the scene of the incident.

The training assistant will be responsible for giving instructions to other role-players. It is acceptable to allow the role-players to further develop the scenario on condition that these will have positive effects on achieving the goal of the exercise.

When everybody is ready, activate the exercise based on the pre-established scenario.

If the exercise goes smoothly, the trainer may, depending on the situation, adjust the scenario so that it will adequately challenge the response capabilities of the participants. However, the trainer should bear in mind that the exercise should be completed positively.

If an individual participant made a mistake on his/her actions, the trainer should assess whether it is a major mistake or a minor mistake. If it is a minor mistake, the trainer should raise it at the post-exercise review. Major mistakes or mistakes that may prematurely terminate the exercise should be corrected immediately.

7. Post-exercise reviews

During the exercises, the trainer, training assistant and observers should all record their observations using the Exercise Assessment Form (Appendix 2) for reference at the post-exercise reviews.

After each exercise, reviews should immediately be carried as follows:
- Firstly, the role-players will assess their own performance and the problems they encountered, what they have learnt and what they could have done better

- Then, the observers will bring out the good and bad points that they have observed and any other issues.
- Lastly, the Trainer will conclude and assess performance, correct any mistakes that may have been made and answer questions raised by the trainees.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on how well they grasp what actions they should take and what they need to consider when responding to emergencies.

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

Video-recording facilities

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- No suggestion

Appendices

Appendix 1: Exercise Scenario Sample
Appendix 2: Exercise Assessment Form Sample

Appendices

Appendix 1: Exercise Scenario Sample

Scenario Exercise 1: Lift Failure

Item	Information	Remark
Location	• At a 25-storey high commercial building • There are 3 passenger lifts	• Floor plans • Photographs of the surrounding areas outside the building
Security measures	• Guarding services are split into 2 shifts with 2 security guards per shift under the supervision of the Property Manager • The Property Manager only works during office hours • A security counter is set up at the G/F lobby • Each passenger lift is fitted with a CCTV camera, panic alarm and intercom, all of which terminate at the security counter.	
Role-players (roles)	• Security guards x 2 • Tenant staff x 2 • Property management technician/staff of lift service provider x 1 • Property manager x 1 • Police control / police officer to scene x 1 • Fire services x 1 • Ambulance services x 1	• Prepare notices to clearly identify the role of each participant • Prepare background information of each participant in accordance to the exercise information below

Exercise Scenario No. 1:

Tuesday 7.30 pm	• Guard A is on duty at the security counter while Guard B is on patrol • The panic alarm of Passenger Lift No. 3 goes off
Exercise Objectives: • The response of Guard A • The techniques and skills of Guard A and Guard B in the use of walkie-talkies	

Exercise Scenario No. 2:

Tuesday 7.35 pm	• Passenger Lift No. 3 stops between 7/F and 8/F • There two passengers – 1 male and 1 female

Exercise Objectives:
• The techniques and skills of the guards in checking the health condition of the passengers

Exercise Scenario No. 3:

Tuesday 7.38 pm	• The male passenger is the owner of the company at 12/F, aged around 70. He has some health problem with his heart and is not feeling well. • The female passenger is a staff of the company at 10/F and is aged around 30. She is 7-month pregnant and is feeling dizzy.
Exercise Objectives:	
• The risk assessment and decision-making skills of the security guards • Will the security guards consider cordoning off Passenger Lift No. 3? • What message will the security guards give when they make a police report for assistance? • What message will the security guards give when they call the property management technician / staff of the passenger lift service provider? • How will the security guards communicate with the lift passengers? Will they continue to monitor the condition of the passengers and comfort them?	

Exercise Scenario No. 4:

Tuesday 7.55 pm	• 7.55 pm police arrive at scene • 7.58 pm fire services arrive at scene • 7.58 pm property management technician / staff of lift service provider arrive at scene • 8.01 pm ambulance services arrive at scene
Exercise Objectives:	
• How will the security guards support the work of these parties?	

Exercise Scenario No. 5:

Tuesday 8.10 pm	• The two lift passengers are taken to the hospital by ambulance services • The male passenger appears to be unconscious • The female passenger appears to be bleeding from her lower body
Exercise Objectives:	

	• How will the security guards report to their senior management about the incident?

Exercise Scenario No. 6:

Tuesday 8.30 pm	• The property management technician / staff of the passenger lift service provider advise that Passenger Lift No. 3 will be taken out of service until further notice

Exercise Objectives:
     • How will the security guards cordon off the lift and set up the warning notices?
     • What OB entries have been made by Guard A?	

Appendix 2: Exercise Assessment Form Sample

Exercise Assessment Form

Exercise (　　　)　Topic：[　　　　　　　　　]

Name of Trainee：[　　　　　　　　　]　　　　Role：[　　　　　　　　　]

Name of Assessor/Observer：[　　　　　　　　　]　　　　Date：[　　　　　　　　　]

|-----------------------------------Pass-------------------------------|----------------------------------Fail----------------------------------|

Item	Good ←			→Bad	Total Score
	4 points	3 points	2 points	1 point	
Process	• Familiar with policies, procedures and guidelines • Know one's roles and responsibilities • Accurate actions	• Familiar with policies, procedures and guidelines • Unclear about roles and responsibilities • Insufficient actions	• Unfamiliar with policies, procedures and guidelines • Unclear about roles and responsibilities • Uncertain about actions	• Unfamiliar with policies, procedures and guidelines • Unclear about roles and responsibilities • Lack of initiative in actions	
Risk Assessment	• Familiar with related risks • Comprehensive considerations • Accurate assessment	• Familiar with related risks • Considerations are not comprehensive enough • Inadequate assessment	• Unfamiliar with related risks • Considerations are not comprehensive enough • Wrong assessment	• No risk assessment	

Response Actions	• Familiar with response actions • Accurate actions	• Familiar with response actions • Inadequate actions	• Unfamiliar with response actions • Wrong actions	• Unfamiliar with response actions • Serious mistakes in actions	
Evacuation Actions	• Familiar with evacuation actions • Accurate actions	• Familiar with evacuation actions • Inadequate actions	• Unfamiliar with evacuation actions • Wrong actions	• Unfamiliar with evacuation actions • Serious mistakes in actions	
Police Report / Assistance	• Familiar with procedures for making a police report for assistance • Timely actions • Accurate messages	• Familiar with procedures for making a police report for assistance • Timely actions • Unclear messages	• Unfamiliar with procedures for making a police report for assistance • Confusing messages	• Unfamiliar with procedures for making a police report for assistance • No reporting to police for assistance	
Escalation / Reporting	• Familiar with procedures for escalation / reporting • Timely actions • Accurate messages	• Familiar with procedures for escalation / reporting • Timely actions • Unclear messages	• Unfamiliar with procedures for escalation / reporting • Confusing messages	• Unfamiliar with procedures for escalation • No escalation / reporting	
Use of Walkie-Talkie	• Familiar with the procedures • Accurate operation • Clear messages	• Familiar with the procedures • Accurate operation • Unclear messages	• Unfamiliar with the procedures • Inaccurate operation • Unclear messages	• Unfamiliar with the procedures • Inaccurate operation • Confusing messages	
Making OB entries	• Familiar with the procedures • Accurate content • Clear messages	• Familiar with the procedures • Accurate content • Unclear messages	• Unfamiliar with the procedures • Inadequate content • Unclear messages	• Unfamiliar with the procedures • Wrong content • Confusing messages	

Team Work	• Proactively share relevant information with team members • Effective in discharging duties • Listen attentively to views of team members and reach a consensus	• Share relevant information with team members only when requested to do so • Only focus on discharging his/her own duties • Blindly agree with or ignore the views of team members	• Provide team members with unverified information when requested to do so • Only complete his/her own duties if reminded to do so • Only interested in expressing his/her own opinions	• Fail to share any information with team members • Fail to complete his/her own duties • Insist on his/her own opinions	
				Total Score:	

Other views and comments:

Section 4: Trainee's Self-Study Guidelines

Intended Learning Outcomes

Upon completion of this self-study, it is expected that trainees will have grasped the basic guarding knowledge and skills and are ready for participating in the "Progressive Guarding Course".

Contact Hours

It is recommended that this self-study should last for not less than 3 hours and should be completed before the commencement of the "Progressive Guarding Course".

Suggested Scope, Contents and Materials

The scope, contents and materials of this self-study session are based on the training pack of the "QASRS Basic Guarding Course" which are downloadable free from the website of the Hong Kong Qualifications Framework (https://www.hkqf.gov.hk/filemanager/security/common/TP/TP_QASRS%20Basic%20Guarding_ENG.pdf).

The contents and materials for self-study are listed in the respective functional areas. They are summarised below:

- The following topics under functional area "Roles and Responsibilities of a security Guard":
    - Roles and Functions of a Security Guard
    - General Duties of a Security Guard
    - A security guard must only provide guarding services for reward whilst holding a valid Security Personnel Permit for the relevant category of security work
    - The three categories of Security Personnel Permit relevant to guarding services

- The following topics under functional area "Conducts and Behaviours of a Security Guard":
    - Performance Standards required of a Security Guard
    - Behaviours prohibited by the "Prevention of Bribery Ordinance" (Cap. 201)

- The following topics under functional area "Fire Precaution and Response":
  - "A security guard's fire safety roles and responsibilities"
  - Ensuring that fire exit doors are not locked
  - Ensuring that smoke doors are kept closed
  - Ensuring no obstruction to means of fire escape and that fire service installations are not obstructed
  - Ensuring that fire service installations are in normal working condition
  - Correct use of fire service installations
  - Operations of high fire hazards
  - Fire drills

- The following topics under functional area "Performing Traffic Control Duties on Private Roads":
  - Duties of the road owners and traffic controllers
  - Directing traffic

- The following topics under functional area "Legal Responsibilities of a Security Guard":
  - Areas covered by the "Occupational Safety and Health Ordinance (Cap. 509)"
  - The roles of the employers
  - The roles of a security guard (as an employee)
  - Occupational Safety and Health Risks of Guarding Work and Precautionary Measures

- The following topics under functional area "Performing Visitor Registration Duties":
  - The Proof of Identity of Visitors
  - Performing Visitor Registration Duties

- The following topics under functional area "Performing Access Control Duties":
  - Controlling the Access of People
  - Controlling the Access of Vehicles
  - Controlling articles carried in and out by people
  - Checking people's belongings
  - Checking vehicles

- The following topics under functional area "Performing Patrol Duties":
  - Performing patrol duties
  - Preparation
  - Process
  - Staying on Alert
  - Key Points and Records
  - Common Events

- The following topics under functional area "Monitoring Security Systems":
    - o Monitoring Intruder Alarm Systems
    - o Monitoring Video Recording or CCTV Surveillance Systems
    - o Monitoring Access Control Systems

- The following topics under functional area "Crime Prevention, Arrest, Search and Use of Force"
    - o Preventing crime
    - o Handling trespassers
    - o Handling suspicious persons
    - o Making an arrest
    - o A Security Guard's Power of Arrest
    - o Arrest and the Use of Force
    - o Handling suspicious objects
    - o Handling a scene of crime
    - o Making a report for police assistance

- Contents of functional area "Work Records and Reports of a Security Guard":

- Contents about "Functions and Operation of Walkie-Talkies" under functional area "Guard Uniform and Equipment"

- Contents of functional area "Handling Emergencies"