

Security Services Training Board

Administrative Guidelines on the Course Inspections, Warning and Appeal Systems of the Recognition Scheme

Effective Date: 1 July 2008

1. Course Inspection

Upon approval of recognized courses, inspectors appointed by the Institute of Professional Education and Knowledge (PEAK) of the Vocational Training Council will conduct inspections on the courses once a year with or without prior notice. The exercise is to ascertain whether the course providers of recognized courses are running their courses in compliance with the requirements prescribed in the Quality Assurance System of the Recognition Scheme (QASRS) in providing security training for the security services industry and to identify areas of improvement, as and when appropriate.

1.1 Inspection Report

1.1.1 The inspection report prepared by the inspector should reflect the findings at the time of inspection. For cases of non-compliance, it would be stated in the report the observed irregularities having regard to the requirements prescribed in the QASRS.

1.1.2 The inspector should discuss the findings and recommendation with the course provider immediately after the inspection. An initial inspection report (Appendix 1) should be prepared at the end of the inspection. A summary of the discussion in the inspection should be recorded in the report and signed by the course provider to acknowledge the discussion. The signed report would be retained by the inspector. A final report would be sent to the course provider after the observations and recommendations were approved by the Working Party on Recognition Scheme (Working Party) and an advisory / warning letter has been prepared, as appropriate, under the Security Services Training Board (SSTB).

1.2 Three-tier Inspection System

The basic principle of the three-tier inspection system is to incorporate an advisory element into the system so that course providers will be given an opportunity to rectify the irregularities prior to the issuing of warning letters. Details of the three levels are as follows:

(a) Advisory letter

PEAK will issue advisory letters to course providers who have committed irregularities within 10 working days from the date of inspection to advise them to rectify the problem(s) within 1 month from the date of issue of the advisory letter. Follow-up inspection may be arranged for verification.

(b) Warning Letter

For course providers who fail to rectify the problem(s) within 1 month from the date of issue of advisory letter, PEAK will recommend the Working

Party to issue a warning letter. Again follow-up inspection may be arranged for verification.

(c) De-registration

For course providers who still fail to rectify the problem(s) within 1 month from the date of issue of warning letter, PEAK will then forward the case to the Working Party for consideration of de-registration. Upon Working Party's support, it will be submitted to the Security Services Training Board (SSTB) for approval.

1.2.1 A diagram depicting the process is shown in the attached Appendix 2.

1.2.2 The course provider is responsible for determining and initiating corrective action needed to correct a non-compliance or to correct the cause of non-compliance. The inspector is only responsible for identifying the non-compliance.

2. De-registration

2.1 Course Providers Who Commit Irregularities

2.1.1 If the course providers fail to take corrective actions to rectify any non-compliance within 1 month from the date of issue of warning letter, PEAK will forward the case to the Working Party for consideration of de-registration. Upon Working Party's support, it will be submitted to the SSTB for approval.

2.1.2 The de-registration will become effective immediately upon the receipt of the written notice of de-registration by the course provider. They are not allowed to commence any new courses after receipt of the notice but may complete any courses that have already commenced before receipt of the written notice.

2.1.3 The de-registration will be valid for a period of two years from the date of written notice. The course provider can re-apply for joining the Scheme after the two-year de-registration period.

2.2 Course Providers Who Commit Any Blatant Offence Deliberately

2.2.1 Any course providers who commit any blatant offence deliberately, e.g. failure to comply with the requirements of the QASRS deliberately, falsify records or results deliberately will result in de-registration. PEAK will forward the case to the Working Party for consideration of de-registration. Upon Working Party's support, the case will be submitted to the SSTB for approval. The de-registration will become effective immediately upon the receipt of the written notice by the course provider.

2.2.2 The de-registration will be valid for a period of two years from the date of written notice. The course provider can re-apply for joining the Scheme after the two-year de-registration period.

3. Appeal System

3.1 An appeal system is set up to deal with the following issues:

- (a) appeal against non recommendation of recognition; and
- (b) de-registration of recognized course.

3.2 The composition of the Appeal Panel for Recognition Scheme is as follows:

- (a) Chairman of the SSTB;
- (b) Chief Inspector, Security Companies Inspection Unit, Hong Kong Police Force; and
- (c) Education professional nominated by the SGSIA.

3.3 Appeal procedures

3.3.1 Aggrieved applicants or recognized course providers may file an appeal with the Appeal Panel for Recognition Scheme within one month of receipt of the date of notification of non recommendation of recognition or de-registration in writing and give full grounds for the appeal to the following address:

The Appeal Panel for Recognition Scheme
Security Services Training Board
20/F, Skyline Tower
39 Wang Kwong Road
Kowloon Bay
Kowloon

3.3.2 The Appeal Panel will assess the appeal within 14 days upon receipt of the petition of appeal.

3.3.3 The appellant, the inspectors or any other witness as the Appeal Panel thinks fit, may be required to appear before the Appeal Panel to present the case.

3.3.4 The Appeal Panel will give its judgment to the appellant in writing within 7 days after the interview.

3.3.5 The decision made by the Appeal Panel will be final.

3.3.6 Any complaints / appeals other than the issues mentioned in section 3.1 (a) & (b) should be addressed to the Chairman of the SSTB in writing and giving full grounds to the following address:

Chairman
Security Services Training Board
20/F, Skyline Tower

39 Wang Kwong Road
Kowloon Bay
Kowloon

- 3.3.6.1 The Chairman will decide whether the complaint / appeal should be referred to The Appeal Panel for Recognition Scheme for follow up action or the complaint / appeal will suitably and expeditiously resolved by other alternatives.
 - 3.3.6.2 In all cases, the complainants / appellants will be advised of the final result or the reasons of not handling their complaint / appeal.
- 3.4 In any case, the course providers who are in the process of appeal, should suspend the relevant course until the final decision of the Appeal Panel for Recognition Scheme. The VTC shall not in anyway, be liable for any claim for damages as a result of the suspension of the training courses.

Last updated on 25 July 2008