

Security Services Training Board
Quality Assurance System
for the Recognition Scheme of Security Training Courses

Effective Date: 24 February 2012

1. Background

- 1.1 With effect from 1 April 2004, an applicant for Category A, B and/or C Security Personnel Permit who has sat and passed a course-end examination, within 1 year before submitting his/her application, of a security training course that has met the requirements of a scheme for quality assurance that has been endorsed by the Security and Guarding Services Industry Authority (SGSIA) and announced in a manner that it thinks fit will be deemed to have met the criterion of "Proficiency in Security Work" for issuing a Security Personnel Permit (SPP).
- 1.2 The SGSIA has endorsed the following Quality Assurance System for the Recognition Scheme (QASRS) of security training courses developed by the Security Services Training Board (SSTB) of the Vocational Training Council (VTC).
- 1.3 Any person also has successfully completed a valid recognized course under the QASRS, passed its relevant examination and is able to produce a valid certificate can be exempted from the basic training on being employed by a security company. The exemption will be valid for five years from the date of successful completion of the valid recognized course.

2. Quality Assurance System

The course providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the courses to ensure that the courses are delivered up to standard. The process of quality assurance should be well documented and clearly understood by all personnel involved.

2.1 Programme Development and Administration

- 2.1.1 The course provider should establish a management structure for the provision and operation of the course. Programme Director and Administrative Officers should be appointed to oversee the operation of the course.
- 2.1.2 The course provider should formulate policies and approval procedures related to the design, delivery and development of the curricular, study materials, review of course syllabus and curriculum, and quality assurance system for the operation of the course.

- 2.1.3 The course provider should develop procedures and criteria for the appointment of trainers and external examiners. Their roles and functions should also be defined.
- 2.1.4 The course provider should develop a system for staff appraisal and staff development.
- 2.1.5 The course provider should develop procedures to handle complaints lodged by trainees. Trainees should be informed of such procedures.
- 2.1.6 The course provider should organize meetings on a regular basis to discuss and approve any changes to the course arrangements. Minutes of meeting should be prepared and properly kept for inspection upon request.
- 2.1.7 The course provider should maintain a course register, which include the course details, name and ID of each trainee, the details of all trainee attendance, arrival and departure. The course register should be signed by trainees and countersigned by the trainer to attest that the register is an accurate record. It should be properly kept for inspection upon request.
- 2.1.8 The course provider should report to PEAK of any changes but the following changes will require prior approval by PEAK before such changes can be implemented for the course:
- (a) change of trainer and/or external examiner (except if the new trainers and external examiners are already approved under the Scheme),
 - (b) additional venue or substantive changes to the approved venue(s),
 - (c) course medium of instruction, language of examination paper and trainer's manual / trainees' handouts.
- 2.1.8.1 PEAK may withdraw the recognition of the course(s), or specify conditions to be met for the continuation of the course(s) after evaluation of proposed change / amendment information. For all amendments, please use the Course Amendment Form (Appendix 1). It should be noted that fees may be levied on certain changes and amendments. The fee schedule is listed in the section 6 of the document "Guide to Registering a Security Training Course under the Recognition Scheme".
- 2.1.9 The course provider should keep all documents relating to the implementation of the recognized course including course approval, course register, course delivery, certificate register and course evaluation for a minimum of three years.
- 2.1.10 The course provider should notify PEAK of dates of commencement of courses and the completion of courses to facilitate the scheduling of impromptu inspection of courses.

2.2 Course Syllabus

The course must cover the whole syllabus recognized by the SGSIA with details as follows:

(a) Role, General Duties and Responsibilities of a Security Guard

- (i) The role and functions of security guards: to prevent and minimize loss and damage to life and property;
- (ii) Major duties and responsibilities including:
 - prevention of unauthorized access to premises and properties;
 - registration of visitors and taking precautionary measures to protect the personal data from being disclosed to unauthorized persons/parties;
 - regulating movement of persons and vehicles on private roads;
 - taking proper steps to impound unauthorized vehicles in accordance with the Road Traffic (Parking on Private Roads) Regulations Cap. 374;
 - patrolling;
 - prevention and detection of crimes and accidents;
 - preventing valuable assets from damage;
 - reporting and recording incidents properly;
 - handling emergencies in accordance with the contingency plan as set out by the employer;
 - monitoring of security systems;
 - keeping of keys properly;
 - being acquainted with the assignment instructions as set out by the employer.

(b) Conduct and Behaviour

- (i) not to sleep, take alcoholic drinks and participate in any improper activities in the execution of his/her duties;
- (ii) 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;
- (iii) be punctual to work, clock in and out or sign on and off in the attendance book;
- (iv) be polite;
- (v) not to go off duty until handing over to staff of the next shift;
- (vi) to maintain good public relations with clients.

(c) Uniforms and Equipment

(i) Uniforms

- Wear the right type of uniform;
- Keep and maintain the uniform in a good condition.

(ii) Equipment

- Types and use of general equipment including but not limited to the use of CCTV, radio, recording and patrolling systems, etc.
- Knowledge of operation of equipment.

(d) Legal Responsibilities and Relevant Legislation

(i) Security and Guarding Services Ordinance (Cap. 460)

- To notify the Commissioner of Police in writing of:
 - any change of employer, unless he/she is employed by a Licensed Security Company; and
 - any institution of criminal proceedings against him/her within 14 days after the relevant event has occurred.
- Understands:
 - that one has to carry the security personnel permit at all times when on duty; and to produce this permit for inspection on demand by any police officer;
 - that one can only perform the type(s) of security work as specified in the Security Personnel Permit;
 - that one must not work over 372 hours per month and must not normally work over 12 hours per day;
 - the basic functions and activities of the Security Companies Inspection Unit and Police Licensing Office.

(ii) Personal Data (Privacy) Ordinance (Cap. 486)

- The importance of the Ordinance and registration of visitors in the following manner:
 - not to place and keep the registration book open at the guard counter;
 - to take all possible security measures to prevent visitors from gaining access to the personal information/data of the previous visitors;
 - to store the registration book properly after registration.

(iii) Criminal Procedure Ordinance (Cap. 221) governing arrest and use of force

- Understands that:
 - a security guard has no more authority than a general citizen, and has no power of search;

- one has to call the Police immediately in case of occurrence of any crime;
 - one can only arrest under safe conditions and must use minimum force when effecting an arrest.
 - Able to maintain politeness when questioning the suspects, or effecting an arrest with minimum force;
- (iv) Road Traffic (Parking on Private Roads) Regulations (Cap. 374)
- The condition that one can only impound/tow a vehicle at the “Restricted Parking Area” of a private road under the following conditions:
 - the vehicle is parked without authorization and the driver cannot be located;
 - the driver is unable to remove the vehicle, or refuses or fails to remove the vehicle on being requested to do so by the owner of the private road concerned, or an authorized officer in respect of the road.
 - Understands that one can only use an approved immobilization device to impound unauthorized vehicle;
 - Has the basic knowledge of impounding, removal and storage charges.
- (v) Prevention of Bribery Ordinance (Cap. 201)
- The importance of the Ordinance so as to refrain from:
 - acceptance of money and benefit from clients or contractors in carrying out his/her duties;
 - soliciting of money or benefits in any form;
- (vi) Smoking (Public Health) Ordinance (Cap. 371)
- The knowledge of which area is designated as “No Smoking Area” in the work site;
 - The following handling procedures, when smoking in a “No Smoking Area” is discovered:
 - to indicate to the offender that smoking is prohibited in the “No Smoking Area”;
 - to request the offender to extinguish the cigarette/tobacco product;
 - if the offender refuses to extinguish the cigarette, request him to leave the “No Smoking Area”.

- (vii) Noise Control Ordinance (Cap.400)
- The knowledge of the Ordinance: -
 - that one should not make or cause to be made any noise which is a source of annoyance to any person;
 - that it is an offence if one being the owner, tenant, occupier or person in charge of any domestic premises who knowingly permits or suffers noise which is a source of annoyance to any person within a designated period of time as stated in the Ordinance.
 - To know: -
 - the various kinds of noise producing activities which are prohibited within a designated period of time as stated in the Ordinance; and
 - the proper way of handling noise complaints in Domestic Premises or Public Places.

(e) Fire Prevention and Procedures

- (i) Fire Prevention
- the major causes of fire such as careless disposal of lighted cigarettes, etc;
 - use and maintenance of fire services installations;
 - fire prevention including the importance of smoke doors.
- (ii) Handling Procedures
- the proper procedures in the use of fire services installations;
 - the proper steps to be taken in case of fire;
 - degrees and kinds of fire: handling of small local fire;
 - information required in a fire report;
 - evacuation procedures.

(f) Handling of Emergencies

- (i) remain calm in case of emergency;
- (ii) report case to the Police and supervisor and seek for assistance when emergency occurs;
- (iii) provide all possible assistance to law enforcement officer/technician, etc;
- (iv) take appropriate steps according to contingency plans to cope with different types of emergencies as below:
- all criminal activities
 - fire outbreak

- sick or injured person
- electricity failure
- gas leakage
- lift failure
- typhoon
- flooding
- bombs or suspicious objects
- sounding of burglar alarm
- suspicious persons
- crowd control
- falling objects
- collapse of building parts

(g) Reporting and Recording

- (i) book on and off duty punctually and with accuracy and legibility;
- (ii) hand over duty by recording in the occurrence book;
- (iii) record every event happening in the work site in the occurrence book;
- (iv) take appropriate follow-up action to solve the problems;
- (v) report promptly important incidents to supervisor or responsible person for follow-up action.

(h) Access Control and Patrolling

Able to:

- (i) prevent unauthorized access;
- (ii) pay special attention to stranger who follow residents into the building;
- (iii) conduct patrols and be familiar with the work site;
- (iv) record and report patrol results.

(i) Health and Safety & Courtesy and Customer Relations

- (i) Understands that a security guard can also contribute to safety and health in the work site.
- (ii) Able to follow the proper work procedures in observing safety rules.
- (iii) Aware of the potential dangers at work sites.
- (iv) Understands the importance of being polite and courteous while on duty.

2.3 Course Duration and Mode of Delivery

- 2.3.1 The minimum duration of a recognized course is 16 hours, which should be completed within a period not exceeding 8 days.
- 2.3.2 Recognition will be given only to the security-related subjects of a course covering the whole recognized syllabus [reference: section 2.2] with a minimum of 16 hours under the Scheme regardless of the duration of the whole course.
- 2.3.3 Course providers should only allow their trainees to attend the course in order of the days (or sessions) according to the pre-approved teaching schedule.
- 2.3.4 The course should be delivered by face-to-face classroom teaching.

2.4 Qualification of Trainers / External Examiners

2.4.1 Trainer / External examiner should at least:

- (a) have completed a security trainer / instructor course of at least 40 contact hours at certificate level or equivalent; AND
- (b) have either 3 years' of security training experience; or have 5 years' supervisory experience in the security or related field; AND
- (c) be able to read and write in the language to be used as the medium of instruction for the course.

2.4.2 Applicants for becoming a Security Trainer/External Examiner are required to attend an interview by a Panel comprising any two of the following three members and pay the corresponding assessment fee:

- (a) representative of the Police (at inspector-grade or above);
- (b) representative of the VTC; and
- (c) any one of the Convenors of the Working Parties of SSTB

Security Trainers/External Examiners who have been previously approved under the Scheme are normally exempted from the interview.

2.4.3 Existing approved trainers are required to submit an application and attend an interview (including paying the corresponding assessment fee) if they wish to conduct the training in a language other than Chinese for the first time.

2.5 Training Facilities

All courses should be conducted in premises that satisfy both fire and structural safety.

- 2.5.1 Each classroom shall have a space at the front of the class for the trainer at least 1.5m wide, spanning the whole width of the classroom.
- 2.5.2 Each trainee shall have a minimum space of 1.1m² for both instruction and examination purposes.
- 2.5.3 Suitable training aids such as white boards and overhead projectors should be made available.
- 2.5.4 Suitable demonstration equipment such as fire extinguishers should be provided during training.

2.6 Size of Class

- 2.6.1 Maximum number of trainees per class should not exceed 40.

2.7 Assessment

- 2.7.1 All trainees are required to attend an end-of-course assessment in the form of multiple-choice questions. Each set of examination paper(s) should be endorsed by the external examiner prior to use and documentation should be maintained to confirm the endorsement. The assessment topics and the distribution of number of multiple-choices questions are as follows:

	Topic	No. of Question
1.	Role, general duties and responsibilities	7
2.	Conduct and behaviour	2
3.	Uniforms and equipment	3
4.	Legal responsibilities and relevant legislation	13
5.	Fire prevention and procedures	5
6.	Handling of emergencies	12
7.	Access control, patrolling, reporting and recording	3
8.	Health and safety	2
9.	Courtesy and customer relations	3
	Total:	50

- 2.7.2 All answer sheets to the examination paper of each examination should be marked by the trainer and endorsed by the external examiner. Proof of

such endorsement shall be indicated in an external examiner's report.

2.7.2.1 The following elements should be included in the external examiner's report:

- (a) The examination papers have been approved by PEAK.
- (b) The answer sheets of the examination should be marked by the trainer.
- (c) The examination results are endorsed by the Management (Program Director or Administrative Officer) of course provider.
- (d) There is an invigilator for the examination.

2.7.2.2 The report should be ready within 1 month from the date of course-end examination.

2.7.2.3 It should be noted that a trainer cannot also be an external examiner of the same course or vice versa.

2.7.3 The course providers should develop a set of examination regulations. All trainees should be informed of the regulations and ensure that the trainee comply with the regulations. The examination should be invigilated by an experienced invigilator to ensure the integrity of the examination.

2.7.4 The course providers should develop a system to ensure the accuracy of recording of examination results.

2.8 Certification

2.8.1 The course providers should issue a certificate to trainees who have successfully completed the course and passed the end-of-course examination.

2.8.2 The course providers should maintain a certificate register of all certificates issued with course details, name and ID of each trainee and serial number of certificate and shall produce it for inspection upon request.

2.8.3 Certificates should contain the following details:

(a) Course Title

- For courses which cover only the recognized syllabus:

(Name of Course Provider) (Name of Course) (The SGSIA Recognized Training Course – Quality Assurance System Compliance)

- For courses which cover other non-recognized syllabus:

(Name of Course Provider) (Name of Course) (Including the SGSIA Recognized Training Course – Quality Assurance System Compliance)

- (b) Name of the trainee with ID number.
- (c) Serial number of certificate.
- (d) Signature and name of the trainer and a responsible person of the company providing the approved course.
- (e) Date of issue of certificate.
- (f) A note stating “For a period of 5 years from the date of this certificate, the holder of this certificate may be exempted from the basic training on being employed by a security company” should be printed on the certificate. (A sample certificate for courses covering only the recognized syllabus is at **Appendix 2**)

2.8.4 The full name of the approved course should be used for all publicity and on related materials.

2.9 Course Monitoring, Evaluation and Communication

2.9.1 The course providers should establish a communication and evaluation system among trainee, trainer and administrative staff.

2.9.2 Course evaluation should be conducted by the Administrative Officer or his / her delegate instead of the trainer at the end of each course. A summary of the evaluations should be prepared and properly kept for inspection upon request.

2.9.3 The course providers should develop a course observation system. Course observation should be conducted by the Program Director or Administrative Officer or his / her delegate. For new trainers, course observation for the same trainer should be conducted at least once a year. Course observation reports should be prepared and properly kept for inspection upon request.

2.9.4 The course providers are required to review the contents and syllabuses of the courses regularly. Course materials should be updated periodically to incorporate the latest legislative and socio-economic changes.

2.9.5 The course providers should agree to allowing PEAK to conduct inspections with or without prior notice.