

Handbook for the Trade Test for Security Guards

Table of Contents

Description	Pages
1. Introduction	2
2. Structure of the Test	2
3. Application	3
4. Registration Procedures	3
5. Payment of Test Fee	4
6. Test Regulations	5
7. Disqualification	5
8. Identification Requirements	5
9. Distribution of Results	5
10. Re-sit for the Test	6
11. Certificates	6
12. Loss or Damage to Certificates	6
13. Enquiries and Complaint	7
Appendix I – Syllabus for the Trade Test for Security Guards	8
Appendix II – Regulations of the Trade Test for Security Guards	13

Handbook for the Trade Test for Security Guards

1 Introduction

- 1.1 The Trade Test for security guards is designed largely based on the basic training standards set by the Security and Guarding Services Industry Authority (SGSIA) in its assessment criteria for security training courses for security guards.
- 1.2 The test is administered by the Security Services Training Board (the “Training Board”) and the PEAK Examination Centre (the “Examination Centre”) of the VTC.
- 1.3 This Handbook aims to provide details of the Trade Test including its requirements, formats and application procedures.

2 Structure of Test

2.1 Syllabus

Syllabus of the test is at Appendix I.

2.2 Format of Test

- 2.2.1 Each test lasts for 1 hour.
- 2.2.2 Each test paper is presented in both English and Chinese. Candidates can choose to sit for the written or computer test.
- 2.2.3 All test questions are compulsory.

2.3 Grading and Results

- 2.3.1 Test results are graded as follows:-
 - (i) PASS WITH MERIT
 - (ii) PASS
 - (iii) FAIL
- 2.3.2 Candidates who are not able to attend the test for whatever reason are regarded as "ABSENT" and the test fee is not refundable.
- 2.3.3 Candidates can collect their result in person at the Examination Centre on the second full working day after the trade test or receive their result by mail. (For details, please refer to “9. Distribution of Results”) By virtue of confidentiality, the test results will not be disclosed by phone or sent by fax. For candidates taking the computer test, the test result can be collected immediately right after the test.

2.4 Assessment

To pass the test, candidates are required to attain a minimum score of marks to be decided by the Training Board.

3 Application

3.1 Entry Requirements

- 3.1.1 The test is open to the public with age of 18 or above and who can understand either Chinese or English.
- 3.1.2 There will be no mandatory training requirement for candidates wishing to take the trade test. However, candidates are encouraged to attend an appropriate security training course to enhance their chances of passing the test. Applicants may refer to the security services training courses under the Recognition Scheme. Course list is available from www.vtc.edu.hk/cpdc.
- 3.1.3 Applicants should submit their application forms to the Examination Centre on or before the deadline for application. Late submission will not be accepted.

3.2 Application Form

- 3.2.1 Each candidate will receive a complete set of package consisting of the following:
 - (i) an application form; and
 - (ii) a Trade Test Handbook.
- 3.2.2 The package can be obtained in person during office hours at the locations below or by mail (with a self-addressed and HK\$3.7 stamp affixed 7" x 10" envelope enclosed) at location (i):
 - (i) PEAK Examination Centre
M/F, VTC Tower
27 Wood Road
Wanchai
Hong Kong
Tel.: 2919 1467 / 2919 1468 / 2919 1478
 - (ii) Security and Guarding Services Industry Authority
Room 813, 8/F, Kowloon East Government Offices,
12 Lei Yue Mun Road, Kwun Tong, Kowloon.
Tel.: 2801 6181
- 3.2.3 Candidates can also download the package from the following web-site:
<http://www.vtc.edu.hk/cpdc>

4 Registration Procedures

Registration can be made in person, by representative, or by post on first-come-first-serve basis.

4.1 Registration by post

- 4.1.1 Registration by post for written or computer test ends **7 full working days** before the date of test.

- 4.1.2 Candidate should return the completed application form together with a photocopy of the candidate's valid Hong Kong Identity Card or Passport, and enclose a crossed cheque for the test fee (\$100) payable to the Vocational Training Council at the following address:-

PEAK Examination Centre
M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong

- 4.1.3 Please mark "Trade Test for Security Guards" on the envelope when sending the application form by post.
- 4.1.4 Do not enclose cash with the application form.
- 4.1.5 VTC would not take responsibility for application forms and cheques / bank drafts lost in the post.

4.2 Registration in person or by a representative

- 4.2.1 Registration for written test (in person or by a representative) ends **2 full working days** before the date of test. Registration for computer test (in person or by a representative) ends **1 full working day** before the date of test.
- 4.2.2 Candidate can register for the test in person during office hours at the respective addresses at 4.1.2 above. If registration by a representative, a completed enrolment form should be submitted together with a photocopy of the candidate's valid Hong Kong Identity Card or Passport.
- 4.2.3 Candidates may pay the examination fee by cash, EPS, or Visa / Master Card.
- 4.2.4 If place is available, walk-in candidate may register for the test session of the same day as the following registration deadlines:

Trade Test Sessions	Registration Deadlines
Afternoon sessions between 2:00p.m. and 5:00p.m.	10:00 a.m. of the same day
Late afternoon sessions after 5:00p.m.	12:00 noon of the same day

5 Payment of Test Fee

- 5.1 The fee for each sitting of the test is HK\$100 with no limit to the number of sittings. A postage fee of \$25 has to be paid if mailing of the certificate is required.
- 5.2 Entry to the test will be invalidated if a candidate fails to comply with the above mentioned payment procedures.
- 5.3 Fees paid are **not refundable or transferable** except where candidates cannot be arranged to sit for the test.
- 5.4 Fees may be subject to revision as required.
- 5.5 Once the enrollment is accepted, any requests for re-scheduling and / or cancellation will not be accepted. **All test fees are non-transferable and non-refundable.**

6 Test Regulations

Candidates should read carefully the Regulations of the Test at Appendix II. Failure to observe any of these regulations will result in disqualification from the test.

7 Disqualification

If a candidate is found cheating in whatever manner in the test, he/she may be disqualified from taking the same Trade Test.

8 Identification Requirements

Candidates are required to bring with them their Hong Kong Identity Cards or valid Passports and the Test Admission to the test venue for identification and checking throughout the test. Those who fail to produce such identification or whose identity cannot be satisfactorily verified will not be permitted to sit for the test.

9 Distribution of Results

9.1 Written Test

For Candidates sitting the written test, for all exam sessions conducted **on or after 30 March 2009**, “Notification of Result” will be sent to candidates by post within 2 working days after the date of the test (exclusive of the test day).

	Test Day	Day for sending out the “Notification of Result”
Example 1	Monday	Wednesday
Example 2	Friday / Saturday	Tuesday

9.2 Enquiries

Candidates can make enquiries to the Examination Centre by phone at 2919 1467 / 2919 1468 or in person if they do not receive the “Notification of Result” **7 full working days** after the date of test.

9.3 Computer Test

For Candidates sitting the computer test, they can get the result immediately right after the test.

9.4 Re-marking of the Test Papers

9.4.1 Candidates who have enquiries on their test results may, within **2 weeks** after the date of issue of the notification of result, request in writing to the Examination Centre for the remarking of the test papers.

9.4.2 Candidates submitting such request would have to enclose a crossed cheque for HK\$400 payable to “Vocational Training Council” as a fee for remarking for each examination paper.

- 9.4.3 All remarking fees are non-transferable and non-refundable. However, if the original test result is found incorrect after the remarking, the remarking fee will be refunded to the candidate concerned.
- 9.4.4 All applications for remarking of test papers will be kept confidential.
- 9.4.5 The result will be sent to the candidates concerned in writing within one week after receipt of the remarking request.
- 9.4.6 Candidates will only be notified of the result. The result of the remarking is final. The Examination Centre will not disclose the scores, test questions and the corresponding correct answers.

10 Re-sit for the Test

Candidates who have failed in the test can apply for the re-sit with full payment.

11 Certificates

Certificates will be awarded to the candidates who pass the test by:

- (i) Collection in person at the Examination Centre during office hours on the second full working day after the test, or 2 days upon receipt of the "Notification of Result".

	Test Day	Day for sending out the "Notification of Result"	Day for collection of certificate
Example 1 (Pencil-and-Paper Mode)	Monday	Wednesday	Friday
Example 2 (CSME)	Thursday	Available right after the test	Monday

- (ii) Collection by a representative with an authorization letter and a copy of Hong Kong Identity Card or passport of the candidate concerned;
- (iii) The certificate can be sent to the candidate by registered mail upon candidates' application in writing with a pre-payment of the postal expenses of HK\$25 by a crossed cheque payable to "Vocational Training Council".

Uncollected certificates will be disposed of six months after the test.

12 Loss or Damage to Certificates

Candidates who have lost or damaged their certificates may apply in writing for re-issue of certificate subject to payment of a replacement fee of HK\$50 to the Examination Centre.

Note: To avoid mail loss, candidates should notify the Examination Centre in writing IMMEDIATELY of any change in their correspondence address.

13 Enquiries and Complaint

- 13.1 Enquiries about the trade test may be directed to PEAK Examination Centre of VTC at the telephone number stated below:

General Office: Tel.: 2919 1467 / 2919 1468 / 2919 1478

Services Hours for Answering Telephone Enquires:

9:00 a.m. – 5:15 p.m from Monday to Friday

9:00 a.m. - 12:00 noon on Saturday

Email: cpdc@vtc.edu.hk

Fax: 2574 0213

Note: The office hour may subject to change on the working day immediately before a public holiday. The PEAK Examination Centre will publish the related information in our website at <http://www.vtc.edu.hk/cpdc> and post in the centre.

- 13.2 A Complaint Panel is set up to deal with any complaint relating to the test. Any complaint can be addressed to the Complaint Panel at the address below:

Complaint Panel for the Trade Test
Vocational Training Council
16/F, Vocational Training Council Tower
27 Wood Road
Wanchai
Hong Kong.

- 13.3 Enquiries about the application for Security Personal Permit may be directed to the Police Licensing Office:

12/F, Arsenal House
Police Headquarters
1 Arsenal Street
Wanchai
Hong Kong.

General Enquiries: 2860 2973

New Applications: 2860 6543

Renewal Applications: 2860 6546

Syllabus for the Trade Test for Security Guards

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

- (a) The role and functions of security guards: to prevent and minimize losses and damages to life and properties:
- (b) 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 leaking out to unauthorized persons/parties;
 - regulating movement of persons and vehicles;
 - 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 damages;
 - 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;
 - acquainting with the assignment instructions as set out by the employer.

(ii) Conduct and Behaviour

- not to sleep, take alcoholic drinks and participate in any improper activities;
- not act contrary to the requirements of his/her duties as a security personnel, such as sleeping on duty, or being negligent, or remiss in the execution of his/her duty;
- be punctual to work, clock in or sign on and off on the attendance book;
- be polite;
- not to go off duty until handing over to the staff of next shift;
- to maintain good public relations with clients.

(iii) Uniforms and Equipment

(a) Uniforms

- Wear the right type of uniform;
- Keeps and maintains the uniform in a good condition.

(b) Equipment

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

(iv) Legal Responsibilities and Relevant Legislation

(a) 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 time 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.

(b) 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 possible security means to prevent visitors from gaining access to the personal information/data of the previous visitors;
- to store the registration book properly after registration.

- (c) 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 crime;
 - one can only arrest under safe condition and to use minimum force when effecting an arrest.
 - Able to maintain politeness when questioning the suspects, effecting an arrest with minimum force;
- (d) 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 refuse or fail 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.
- (e) 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 the duties;
 - soliciting of money or benefits in any form;
- (f) 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 “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 cigarette/tobacco product;

- if the offender refused to extinguish the cigarette, request him to leave the “No Smoking Area”.

(v) Fire Prevention and Procedures

(a) Fire Prevention

- the major causes of fire such as careless disposal of lighted cigarettes, etc;
- use and maintenance of the fire services installation;
- fire prevention including the importance of smoke doors.

(b) Handling Procedures

- the proper procedures in the use of fire services installation;
- 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.

(vi) Handling of Emergencies

- remain calm in case of emergency;
- report case to the Police and supervisor and seek for assistance when emergency occurred;
- provide possible assistance to law enforcing officer/technician, etc;
- take appropriate steps according to the contingency plans to cope with different types of emergencies as below:
 - criminal activities
 - fire outbreak
 - sick or injured person
 - electricity failure
 - gas leakage: refrain from using radio, switching on lights etc. which may create sparks
 - lift failure
 - typhoon
 - flooding
 - bombs or suspicious objects: do not touch, cover or use radio evacuation
 - sounding of burglar alarm
 - suspicious persons
 - crowd control
 - falling objects
 - collapse of building parts

(vii) Reporting and Recording

- book on and off duty punctually and with accuracy and legibility;
- hand over duty by recording in the occurrence book;
- record every events happened in the work site in the occurrence book;
- take appropriate follow-up action to solve the problem;
- report promptly important incidents to supervisor or responsible person for follow-up action.

(viii) Access Control and Patrolling

Able to:

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

(ix) Health and Safety

- Understands that a security guard can also contribute to safety and health in the work sites.
- Able to follow the proper work procedures in observing safety rules.
- Aware of the potential danger at work site.

(x) Courtesy and Customer Relations

Understands the importance of being polite and courteous while on duty.

Regulations of the Trade Test for Security Guards

General Rules

1. Candidates who attend a test not in a designated venue shall not be allowed to take the test.
2. Candidates are advised to arrive at the test centre at least **15 minutes** before the start of the test.
3. Candidates are required to switch off beeping watches, pagers and mobile phones before entering the test centre.
4. For written test, candidates should bring HB pencils and erasers to the test centre and have to use HB pencils to answer multiple choice questions.
5. No candidate will be admitted to the test centre **15 minutes** after the start of the test.
6. After the test has been in progress for **more than 15 minutes**, candidates may leave the test centre with the approval of the invigilator. However, candidates are not permitted to leave the test centre in the **final 15 minutes**.
7. VTC will not be responsible for any loss, theft or damage of personal property of candidates during the test.
8. All personal articles including any study materials must be placed in the designated area during test.
9. Drinking, eating and smoking are not allowed in the test centre.
10. Candidates must sit according to the designated seat numbers unless otherwise approved by the invigilator.
11. For written test, the use of correction fluid on the Multiple Choice Answer Sheets is not permitted.
12. At the end of the test, candidates should remain silent and seated until all test papers have been collected by the invigilators.

Disqualification

A candidate may be disqualified from the test if he or she:

1. fails to follow the General Rules or the instructions of the invigilators in the test; or
2. is found cheating in whatever manner.

Proof of Identity

Candidates must bring the proof of identity such as Hong Kong Identity Cards or valid Passports to the test. Those who fail to produce such identification may not be permitted to sit for the test.

Typhoon and Black Rainstorm Warning

1. If the typhoon signal no. 8 or higher signals or the black rainstorm warning signal is in force after 7:00 a.m., but before 12:00 noon, all day-time tests (those between 9:00 a.m. to 6:00 p.m.) will be cancelled.
2. If the typhoon signal no. 8 or above or the black rainstorm warning signal is in force at 11:00 a.m., but before 4:00 p.m., examinations between 12:00 noon to 6:00 p.m. will be cancelled.
3. If the typhoon signal no. 8 or above or the black rainstorm warning signal is in force at or after 4:00 p.m., examinations between 6:00 p.m. to 10:00 p.m. will be cancelled.
4. Candidates are advised to visit the website of the PEAK Examination Centre (<http://www.vtc.edu.hk/cpdc>) for any special announcements concerning postponement of tests. The new test date and time will be notified to candidates as soon as possible.
5. However, once the test has commenced, candidates are required to sit through the test even if the typhoon signal no. 8 or higher signals or black rainstorm warning signal is announced.