

## SECTION I

### INTRODUCTION

#### The Security Services Training Board

1.1 The Security Services Training Board of the Vocational Training Council (VTC) was set up in 1998 responsible for determining the manpower situation and training needs in the security services industry (SSI); and for recommending to the VTC, employers and other interested parties measures to meet the demand for trained personnel in the SSI. The membership and terms of reference of the Training Board are listed in **Appendices 1 and 2** respectively.

#### Purpose of the Survey

1.2 The Training Board had conducted 6 manpower surveys in February 1999, May 2001, May 2003, May 2005, May 2007 and May 2009 respectively, and its 7<sup>th</sup> survey in June 2011 with the following objectives:

- (i) To assess the manpower and training needs in the principal jobs of the SSI;
- (ii) To forecast the manpower growth of the SSI; and
- (iii) To recommend measures to meet the training needs of and manpower demand for employees at the managerial/ professional, the supervisory and the security guard/technician levels.

#### Scope of the Survey

1.3 Similar to 2009, the 2011 Manpower Survey (the Survey) again covers the 3 branches of the SSI, namely, the Security Guarding Services, the Armoured Transportation Services and the Security Systems Installation/ Maintenance/ Repair/ Design/ Others. Security Companies will be classified by the types of licence they hold, as follows:

<u>Branch Category</u>	<u>Type of licence</u>	<u>Branch of security services work</u>
1	I	Security Guarding Services
2	II	Armoured Transportation Services
3	III	Security Systems Installation/ Maintenance/ Repair/ Design/ Others
4	I and II	Security Guarding Services and Armoured Transportation Services
5	I and III	Security Guarding Services and Security Systems Installation/ Maintenance/Repair/Design/Others
6	I, II and III	Security Guarding Services, Armoured Transportation Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others
7	-	Owners Corporations
8	-	Supplementary Samples

1.4 As at May 2011, there were 903 Security Services Companies listed with the Security and Guarding Services Industry Authority (SGSIA) and 9 316 Owners Corporations registered with the Land Registry<sup>1</sup>. The Survey was conducted by adopting the stratified random sampling method, in which 265 licensed Security Services Companies and 247 Owners Corporations were selected. 175 out of the 265 Security Services Companies were with an employment size of 50 or above and the remaining 90 Security Services Companies were with the size below 50.

1.5 In addition to Security Companies and Owners Corporations, 12 supplementary samples covering public utility companies, major banks and hotels which directly employed security personnel were also selected in this Survey. Altogether, a total of 524 questionnaires were dispatched.

#### Method of the Survey

1.6 With the support of the Census and Statistics Department (C&SD) in providing survey fieldwork and technical support, the Survey for the SSI was successfully conducted in June 2011. The Survey was tasked with the review of current situation in manpower and training in the SSI. Each of the sampled Security Companies or Owners Corporations would be required to complete a questionnaire (**Appendix 5**) in terms of the manpower and training needs for the SSI.

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<sup>1</sup> Information being used in this Survey was provided by the Home Affairs Department.

1.7 Employers were requested to classify their employees according to the job specifications based on the duties of employees performed rather than the job titles they held in the organization. Before fieldwork was carried out, a briefing session about the nature of different jobs and the structure of the questionnaire was held for interviewing officers from the C&SD.

### Analysis of the Response

1.8 Of the 524 samples, 247 respondents were successfully enumerated with the required information collected (**Appendix 6**). These included 178 Security Companies, 59 Owners Corporations and 10 Supplementary Samples. The survey data obtained were statistically grossed up to yield a full-size manpower situation of the SSI. Of the remaining 277 samples, 55 Security Companies had either temporarily ceased operations, moved, duplicated, not employed any technical manpower, or not been contactable through their registered addresses; while 188 Owners Corporations and 1 Supplementary Sample had temporarily ceased operations, not engaged in the specific trade, not employed any technical manpower or could not be contacted. Only 32 Security Services Companies and 1 Supplementary Samples had declined to respond. The effective response rate is 88.2%.

### Manpower Assessment Procedure

1.9 The assessment procedure consisted essentially of the following three steps:

- (i) conduct manpower survey of the SSI to collect up-to-date information on manpower situation, in particular its distribution by job level;
- (ii) analyze the survey data with input from the SSI on manpower plan and training needs; and
- (iii) assess the manpower supply and demand of the SSI.

### Presentation of Findings

1.10 A summary of the survey findings is presented in **Section II** of the survey report. The Training Board's conclusions are set out in **Section III** and its recommendations are remarked in **Section IV**.

### Definition of Terms

1.11 "Employees" refers to all full-time personnel who are directly paid by the company and who are either at work or temporarily absent from work, namely, sick leave, maternity leave, annual leave, casual leave or on strike.

## SECTION II

### SUMMARY OF SURVEY FINDINGS

2.1 The following information was collected from the Survey:

- (a) number of employees,
- (b) number of existing vacancies,
- (c) employers' forecast of the manpower demand in May 2012,
- (d) number of employee turnover,
- (e) employers' preferred education of employees,
- (f) employers' preferred period of experience of employees, and
- (g) income distribution of employees.

2.2 Employers were further requested to provide information on the number of internal promotion, recruitment difficulties, preferred vocational qualification, types of training provided to employees in the past 12 months and planned for the next 12 months. A number of new questions on the 16 hours of training prior to obtaining Security Personnel Permit, comments on refresher courses for renewal of Security Personnel Permit and transformation of shift working systems within organization were added in this survey. The findings are summarized in the ensuing paragraphs.

#### Number of Employees

2.3 The Survey reveals that during the survey period, there were 107 652 technical employees<sup>2</sup> (hereinafter called "employees"). Out of these 107 652 technical employees, 99 805 were employed by the Security Companies, 7 096 by the Owners Corporations and 751 by the Supplementary Samples. A comparison of the number of employees in 2009 and 2011 is given in **Table A**. The distribution by job level is shown in **Figure 1**.

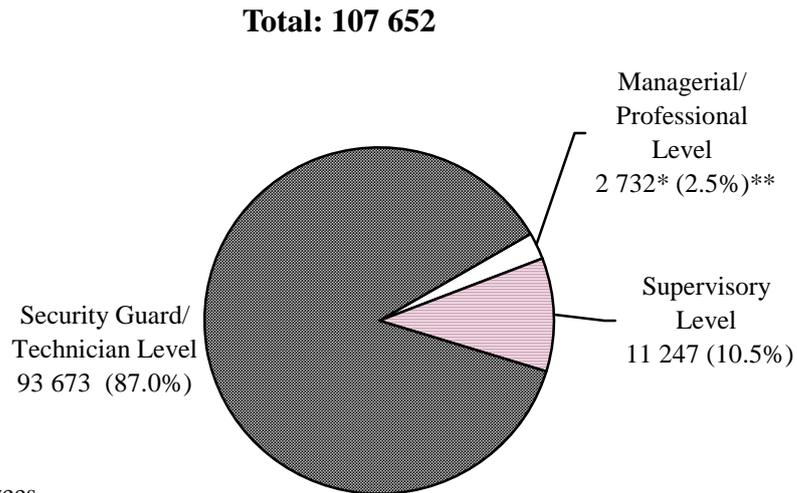
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<sup>2</sup> Technical employees refer to those security services related personnel employed in the principal jobs at the time of the survey.

**Table A: Comparison of the Number of Employees For 2009 and 2011**

Branch	Employees	
	2009	2011
Security Guarding Services	76 192	79 525
Armoured Transportation Services	795	783
Security Systems Installation/ Maintenance/Repair/ Design/Others	2 794	3 240
Security Guarding Services and Armoured Transportation Services	812	717
Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/Others	12 002	13 242
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/ Repair/Design/Others	3 601	2 298
Owners Corporations	5 986	7 096
Supplementary Samples	788	751
<b>Total</b> (%)	<b>102 970</b>	<b>107 652</b> <b>(4.5)</b>

**Figure 1: Distribution of Employees by Job Level**



\* Number of employees

\*\* As percentage of the number of employees in the industry

2.4 The distribution of the total manpower by branch by principal job is shown in **Table B**.

**Table B: Number of Employees by branch by Principal Job Level**

<b><u>Job Level</u></b>	<b><u>Employees of Security Companies</u></b> (%)*	<b><u>Employees of Owners Corporations</u></b> (%)*	<b><u>Employees of Supplementary Samples</u></b> (%)*	<b><u>Total</u></b> (%)*
<b><u>MANAGERIAL/PROFESSIONAL LEVEL</u></b>				
Senior Management Staff	384 14.1%	-	3 0.1%	<b>387</b> <b>14.2%</b>
Security Manager/Operations Manager/Security Centre Controller	973 35.6%	38 1.4%	28 1.0%	<b>1039</b> <b>38%</b>
Security Consultant	165 6.0%	-	-	<b>165</b> <b>6%</b>
Security System Project Manager	205 7.5%	-	-	<b>205</b> <b>7.5%</b>
Security System Design/Installation/ Maintenance Engineer	685 25.1%	-	1 -	<b>686</b> <b>25.1%</b>
Security Training Manager	55 2.0%	-	-	<b>55</b> <b>2%</b>
Other Security Services Related Manager	193 7.1%	-	2 0.1%	<b>195</b> <b>7.2%</b>
<b>Sub-total:</b>	<b>2 660</b> <b>97.4%</b>	<b>38</b> <b>1.4%</b>	<b>34</b> <b>1.2%</b>	<b>2 732</b> <b>100%#</b>
<b><u>SUPERVISORY LEVEL</u></b>				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	9 695 86.2%	528 4.7%	107 1.0%	<b>10 330</b> <b>91.9%</b>
Technical Support Staff	405 3.6%	-	2 -	<b>407</b> <b>3.6%</b>
Security Training Officer	63 0.6%	-	2 -	<b>65</b> <b>0.6%</b>
Other Security Services Related Supervising Personnel	418 3.7%	-	27 0.2%	<b>445</b> <b>3.9%</b>
<b>Sub-total:</b>	<b>10 581</b> <b>94.1%</b>	<b>528</b> <b>4.7%</b>	<b>138</b> <b>1.2%</b>	<b>11 247</b> <b>100%#</b>

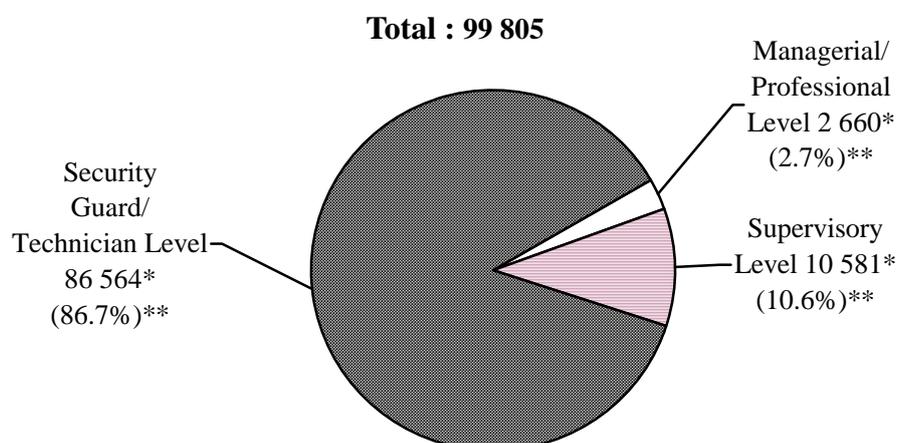
<u>Job Level</u>	<u>Employees of Security Companies</u> (%)*	<u>Employees of Owners Corporations</u> (%)*	<u>Employees of Supplementary Samples</u> (%)*	<u>Total</u> (%)*
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>				
Security Guard (on 3-shift system)	34 960 37.3%	1 704 1.8%	574 0.6%	<b>37 238</b> <b>39.8%</b>
Security Guard (on 2-shift system)	45 852 48.9%	3 994 4.3%	-	<b>49 846</b> <b>53.2%</b>
Security Guard (without shift system)	693 0.7%	832 0.9%	-	<b>1 525</b> <b>1.6%</b>
Armed Guard	689 0.7%	-	3	<b>692</b> <b>0.7%</b>
Security System Design Technician	275 0.3%	-	-	<b>275</b> <b>0.3%</b>
Security Device Installation, Maintenance and /or Repairing Technician	2 592 2.8%	-	2	<b>2 594</b> <b>2.8%</b>
Other Security Services Personnel	1 503 1.6%	-	-	<b>1 503</b> <b>1.6%</b>
<b>Sub-total:</b>	<b>86 564</b> <b>92.4%</b>	<b>6 530</b> <b>7%</b>	<b>579</b> <b>0.6%</b>	<b>93 673</b> <b>100%</b>
<b>GRAND TOTAL:</b>	<b>99 805</b> <b>92.7%**</b>	<b>7 096</b> <b>6.6%**</b>	<b>751</b> <b>0.7%**</b>	<b>107 652</b> <b>100%</b>

\* As percentage of the total number of employees at the same job level

\*\* As percentage of the total number of employees in the industry

2.5 The distribution of manpower by branch by job level is shown in **Figures 2, 3 and 4**. The distribution of employees by types of security company licence is shown in **Appendix 7**.

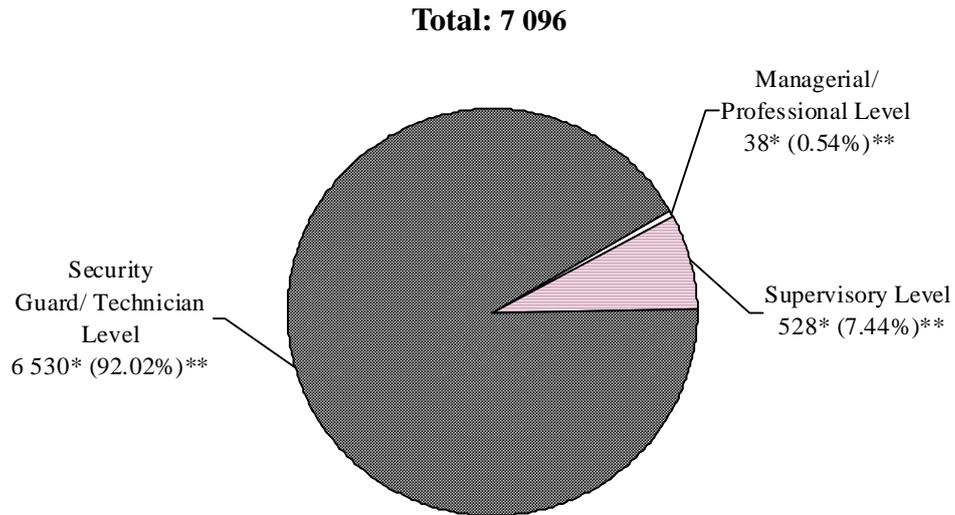
**Figure 2: Distribution of Employees of Security Companies by Job Level**



\* Number of employees

\*\* As percentage of the number of employees in this branch

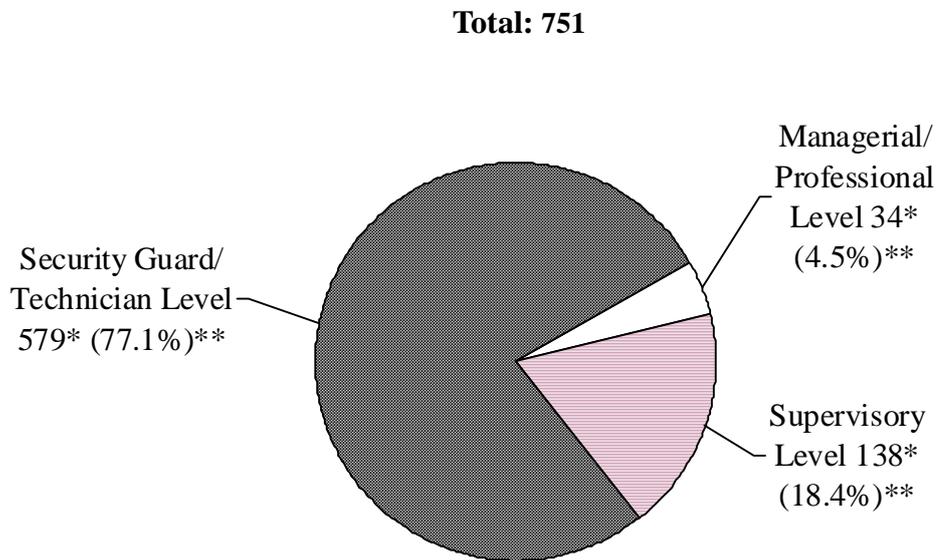
**Figure 3: Distribution of Employees of Owners Corporations by Job Level**



\* Number of employees

\*\* As percentage of the number of employees in this branch

**Figure 4: Distribution of Employees of the Supplementary Samples by Job Level**



\* Number of employees

\*\* As percentage of the number of employees in this branch

2.6 A comparison of the number of employees of Security Companies between 2009 and 2011 by principal job is shown in **Table C**.

**Table C: Comparison of Manpower of Security Companies between 2009 and 2011 by Job Level by Principal Job**

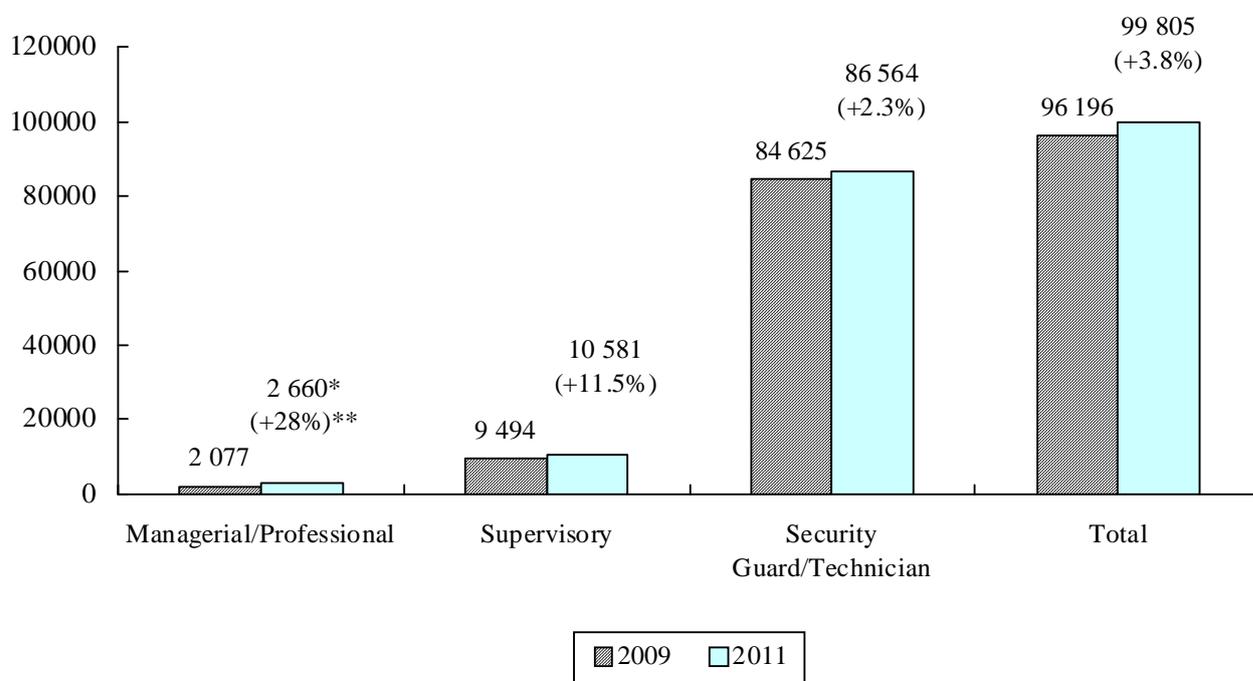
<u>Job Level</u>	<u>Manpower in 2009</u>	<u>Manpower in 2011</u>	<u>Growth in Manpower</u> (%)*
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>			
Senior Management Staff	354	384	30
Security Manager/Operations Manager/Security Centre Controller	858	973	115
Security Consultant	56	165	109
Security System Project Manager	221	205	-16
Security System Design/Installation/Maintenance Engineer	499	685	186
Security Training Manager	23	55	32
Other Security Services Related Manager	66	193	127
<b>Sub-total:</b>	<b>2 077</b>	<b>2 660</b>	<b>583</b> <b>(28)</b>
<u>SUPERVISORY LEVEL</u>			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	8 942	9 695	753
Technical Support Staff	283	405	122
Security Training Officer	71	63	-8
Other Security Services Related Supervising Personnel	198	418	220
<b>Sub-total:</b>	<b>9 494</b>	<b>10 581</b>	<b>1 087</b> <b>(11.5)</b>
<u>SECURITY GUARD/TECHNICIAN LEVEL#</u>			
Security Guard	80 776	81 505	729
Armed Guard	1 162	689	-473
Security System Design Technician	132	275	143
Security System Installation/Maintenance Technician	1 976	2 592	616
Other Security Services Related Personnel	579	1 503	924
<b>Sub-total:</b>	<b>84 625</b>	<b>86 564</b>	<b>1 939</b> <b>(2.3)</b>
<b>GRAND TOTAL</b>	<b>96 196</b>	<b>99 805</b>	<b>3 609</b> <b>(3.8)</b>

\* As percentage of the growth in the number of employees of security companies

# The principal jobs of "Technicians" were grouped together with the security guard level instead of the supervisory level.

2.7 The comparison of manpower of Security Companies by job level between 2009 and 2011 is illustrated in **Figure 5** and **Table D**.

**Figure 5: Comparison of Manpower of Security Companies between 2009 and 2011 by Job Level**



\* Number of employees at the job level

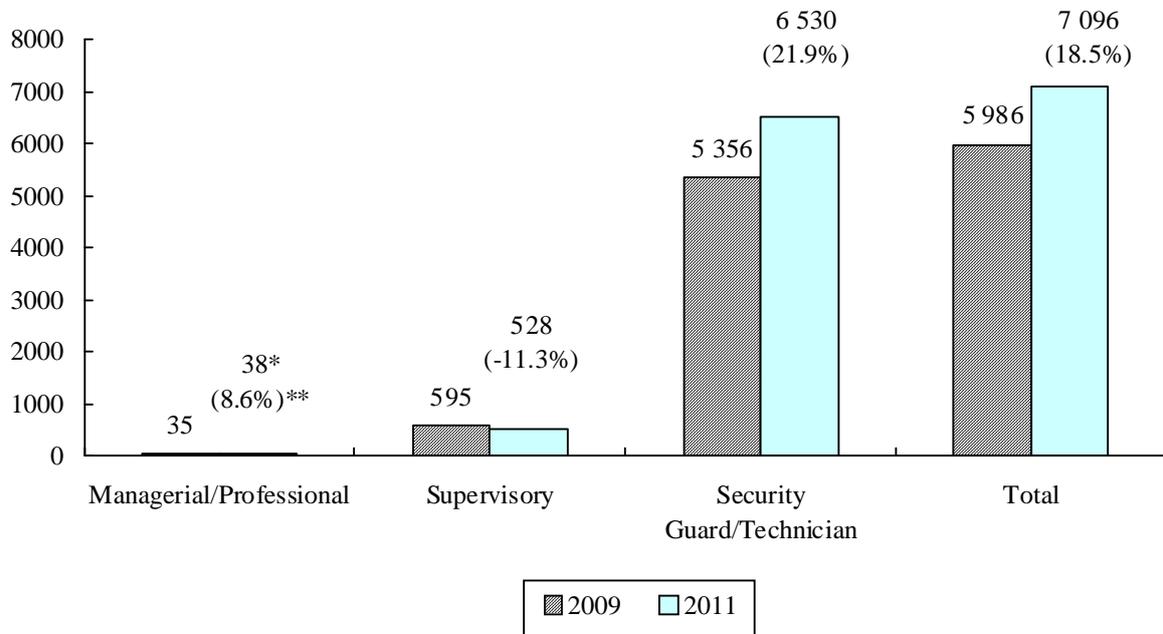
\*\* As percentage increase/decrease of the number of employees at the job level in 2009

**Table D: Manpower Growth of Security Companies in 2011 by Job Level**

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>No. of Employees in May 2011</u>	<u>Growth (%)</u>
Managerial/Professional	2 077	2 660	+583 (+28)
Supervisory	9 494	10 581	1087 (+11.5)
Security Guard/Technician	84 625	86 564	1 939 (+2.3)
<b>Total</b>	<b>96 196</b>	<b>99 805</b>	<b>3 609 (+3.8)</b>

2.8 The comparison of manpower of Owners Corporations by job level between 2009 and 2011 is illustrated in **Figure 6** and **Table E**.

**Figure 6: Comparison of Manpower of Owners Corporations between 2009 and 2011 by Job Level**



\* Number of employees at the job level

\*\* As percentage increase/decrease of the number of employees at the job level in 2009

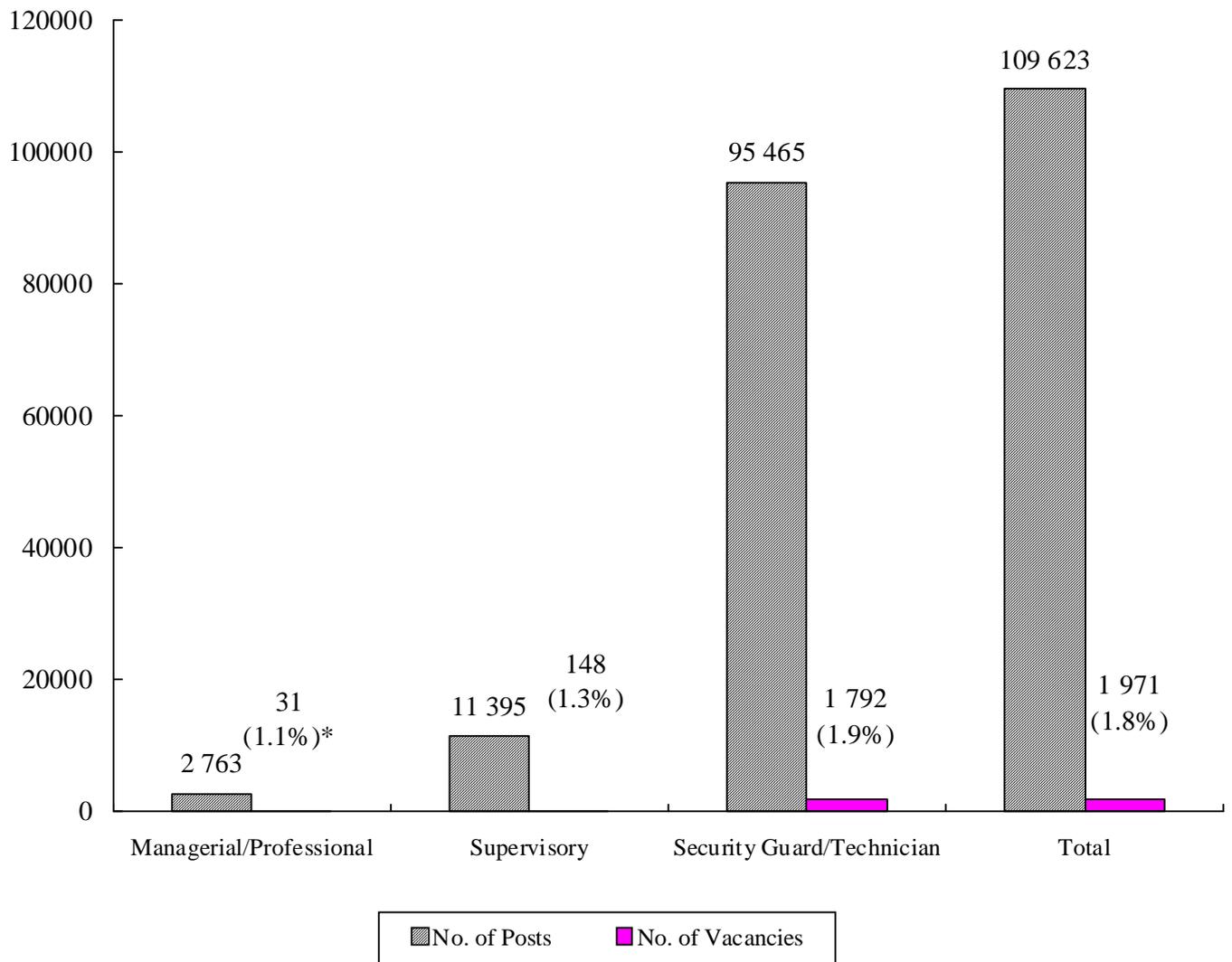
**Table E: Manpower Growth of Owners Corporations in 2011 by Job Level**

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>No. of Employees in May 2011</u>	<u>Growth (%)</u>
Managerial/Professional	35	38	3 (8.6)
Supervisory	595	528	-67 (-11.3)
Security Guard/Technician	5 356	6 530	1 174 (21.9)
<b>Total</b>	<b>5 986</b>	<b>7 096</b>	<b>1 110</b> <b>(18.5)</b>

Number of Vacancies

2.9 At the time of survey, employers reported 1 971 vacancies, or 1.8% of the existing 109 623 posts (posts = 1 971 vacancies + 107 652 employees). By job level, the security guard level has the highest number of vacancies of 1 792. The distribution of vacancies by job level is shown in **Figure 7** and by principal job in **Table F**.

**Figure 7: Posts and Vacancies by Job Level**



\* As percentage of the number of posts by job level

**Table F: Number of Existing Vacancies by Principal Job**

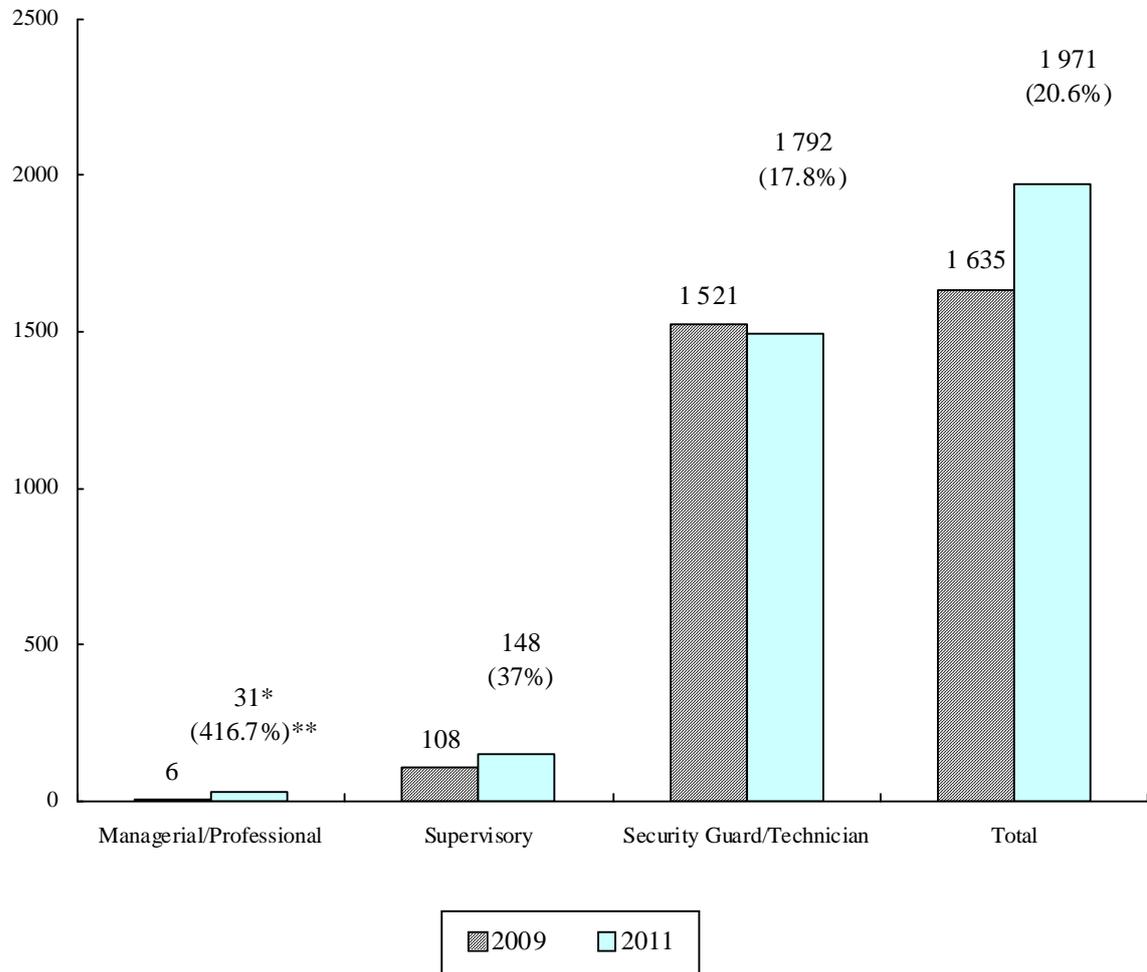
<u>Job Level</u>	<u>Number of Employees</u>	<u>Number of Vacancies</u>	<u>Number of Posts</u>	<u>(%)*</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>				
Senior Management Staff	387	-	387	-
Security Manager/Operations Manager/Security Centre Controller	1 039	7	1 046	(0.7)
Security Consultant	165	-	165	-
Security System Project Manager	205	2	207	(1)
Security System Design/Installation/ Maintenance Engineer	686	22	708	(3.2)
Security Training Manager	55	-	55	-
Other Security Services Related Manager	195	-	195	-
<b>Sub-total:</b>	<b>2 732</b>	<b>31</b>	<b>2 763</b>	<b>(1.1)</b>
				(0.03)**
<u>SUPERVISORY LEVEL</u>				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	10 330	136	10 466	1.3
Technical Support Staff	407	10	417	2.5
Security Training Officer	65	-	65	-
Other Security Services Related Supervising Personnel	445	2	447	0.4
<b>Sub-total:</b>	<b>11 247</b>	<b>148</b>	<b>11 395</b>	<b>(1.3)</b>
				(0.1)**
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>				
Security Guard (on 3-shift system)	37 238	612	37 850	1.6
Security Guard (on 2-shift system)	49 846	1 005	50 851	2
Security Guard (without shift system)	1 525	38	1 563	2.5
Armed Guard	692	13	705	1.9
Security System Design Technician	275	-	275	-
Security Device Installation, Maintenance and /or Repairing Technician	2 594	56	2 650	2.2
Other Security Services Personnel	1 503	68	1 571	4.5
<b>Sub-total:</b>	<b>93 673</b>	<b>1 792</b>	<b>95 465</b>	<b>(1.9)</b>
				-1.6**
<b>GRAND TOTAL:</b>	<b>107 652</b>	<b>1 971</b>	<b>109 623</b>	<b>(1.8)**</b>

\* As percentage of total number of posts at the same job level

\*\* As percentage of total number of posts in the industry

2.10 A comparison of the number of vacancies between 2009 and 2011 is shown in **Figure 8**.

**Figure 8: Comparison of Vacancies between 2009 and 2011**



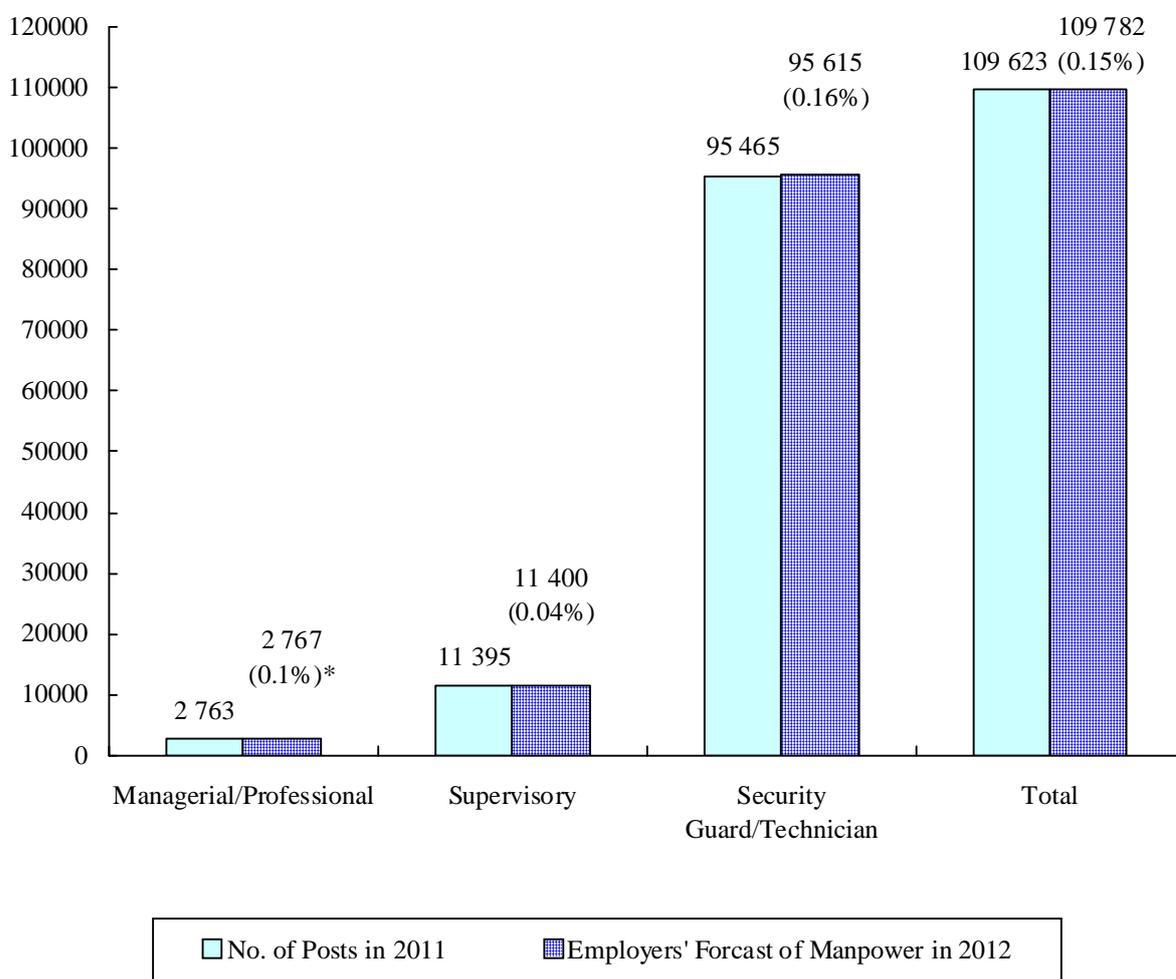
\* Number of vacancies by job level

\*\* As percentage increase of the number of vacancies at the job level in 2009

Employers' Forecast Manpower Demand by May 2011

2.11 Employers forecast that there would be 109 782 posts by May 2012, an increase of 0.15% over the number of posts in May 2011 (as compared with -0.4% in May 2009). There are total increases of 159 posts. Broken down into the three technical job levels, the respective increase were: the managerial level (4 posts, 0.1%), the supervisory level (5 posts, 0.04%), and the Security Guard/Technician level (150 posts, 0.16%). Employers' forecast manpower growth by May 2012 by job level is presented in **Figure 9** and by principal job in **Table G**.

**Figure 9: Employers' Forecast of Security Services Manpower Demand by May 2012 by Job Level**



\* As percentage increase in number of posts at the same job level

**Table G: Employers' Forecast of Manpower Growth by Principal Job in 2012**

<u>Job Level</u>	<u>Number of Posts in 2011</u>	<u>Forecast of Manpower in 2012</u>	<u>Change (%)*</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>			
Senior Management Staff	387	388	0.3
Security Manager/Operations Manager/Security Centre Controller	1 046	1 047	0.1
Security Consultant	165	165	-
Security System Project Manager	207	208	0.5
Security System Design/Installation/ Maintenance Engineer	708	709	0.1
Security Training Manager	55	55	-
Other Security Services Related Manager	195	195	-
<b>Sub-total:</b>	<b>2763</b>	<b>2 767</b>	<b>0.1**</b>
<u>SUPERVISORY LEVEL</u>			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	10 466	10 472	0.1
Technical Support Staff	417	417	-
Security Training Officer	65	65	-
Other Security Services Related Supervising Personnel	447	446	-0.2
<b>Sub-total:</b>	<b>11 395</b>	<b>11 400</b>	<b>0.04**</b>
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>			
Security Guard (on 3-shift system)	37 850	37 912	0.16
Security Guard (on 2-shift system)	50 851	50 896	0.1
Security Guard (without shift system)	1 563	1 533	-1.9
Armed Guard	705	709	0.6
Security System Design Technician	275	275	-
Security Device Installation, Maintenance and /or Repairing Technician	2 650	2 691	1.5
Other Security Services Personnel	1 571	1 599	1.8
<b>Sub-total:</b>	<b>95 465</b>	<b>95 615</b>	<b>0.16**</b>
<b>GRAND TOTAL:</b>	<b>109 623</b>	<b>109 782</b>	<b>0.15#</b>

\* As percentage increase/decrease of the number of posts at the same principal job level

\*\* As percentage increase of the number of posts at the same job level

# As percentage increase of the total number of posts in the industry in 2011

Internal Promotion in the Past 12 Months

2.12 The survey reveals that 4.1% employees were promoted from within the surveyed sample establishments (as compared with 5.5% employees being promoted in year 2009). Significant internal promotion could be found at supervisory level in the Armoured Transportation Services. 91.3% employees from Guard/Technician level were promoted to Supervisory level. The main reason for the higher internal promotion rate in this branch was to retain employees in the industry. A summary of the promotion pattern by branch by job level is shown in **Table H**.

**Table H: Number of Internal Promotions by Branch by Job Level**

Branch	Managerial/ Professional Level	Supervisory Level
	% of Internal Promotion <sup>#</sup>	% of Internal Promotion <sup>^</sup>
Security Guarding Services	0.7	2.1
Armoured Transportation Services	-	91.3
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	2.6	9.5
Security Guarding/ Armoured Transportation Services	-	1.9
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	4.7	14.1
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	7.4	0.4
Owners Corporations	-	14.4
Supplementary Samples	2.9	5.1
<b>Total:</b>	<b>2.1</b>	<b>4.5</b>

<sup>#</sup> From Supervisory to Managerial / Professional Level

<sup>^</sup> From Guard/Technician to Supervisory Level

## Turnover in the Past 12 Months

2.13 **Table I** shows that the staff wastage rate in the past 12 months for Security Companies was 3.5% while no staff wastage was found in Owners Corporations and Supplementary Samples. Such findings were based on the assumption that the leavers might be recruited by another security services companies. In this connection, the actual wastage rate would be the difference between the number of leavers and the number of recruits with security services related experience, (i.e. Wastage = No. of leavers – No. of Recruits with Security Services related experience). By job level, the security guard/technician level faced the highest wastage, with 12 339 employees leaving and 15 647 employees joining the industry, representing a 3.5% of wastage at the same job level. Details of the number of recruits in the past 12 months by branch by job level are shown in **Appendix 9**.

**Table I: Wastage for the SSI  
by Sector by Job Level for the Past 12 Months**

### (i) Security Companies

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	2 660	108	101	7 (0.3)*
Supervisory	10 581	714	529	185 (1.7)*
Security Guard/Technician	86 564	14 640	11 313	3 327 (3.8)*
<b>Total:</b> (%)	<b>99 805</b>	<b>15 462</b>	<b>11 943</b>	<b>3 519</b> <b>(3.5)**</b>

### (ii) Owners Corporations

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	38	-	-	- -
Supervisory	528	-	-	- -*
Security Guard/Technician	6 530	942	943	-1 (-0.02)*
<b>Total:</b> (%)	<b>7 096</b>	<b>942</b>	<b>943</b>	<b>-1</b> <b>(-0.01)**</b>

\* As percentage of the number of posts at the same job level

\*\* As percentage of the number of posts in the same sector/industry

**(iii) Supplementary Samples**

<b><u>Job Level</u></b>	<b><u>No. of Posts</u></b>	<b><u>No. of Leavers</u></b>	<b><u>No. of Recruits with Security Services Related experience</u></b>	<b><u>Wastage (%)</u></b>
Managerial/Professional	34	4	3	1 (2.9)*
Supervisory	138	14	10	4 (2.9)*
Security Guard/Technician	579	65	83	-18 (-3.1)*
<b>Total:</b> (%)	<b>751</b>	<b>83</b>	<b>96</b>	<b>-13</b> <b>(-1.7)**</b>

**(iv) Total**

<b><u>Job Level</u></b>	<b><u>No. of Posts</u></b>	<b><u>No. of Leavers</u></b>	<b><u>No. of Recruits with Security Services Related experience</u></b>	<b><u>Wastage (%)</u></b>
Managerial/Professional	2 732	112	104	8 (0.3)*
Supervisory	11 247	728	539	189 (1.7)*
Security Guard/Technician	93 673	15 647	12 339	3 308 (3.5)*
<b>Total:</b> (%)	<b>107 652</b>	<b>16 487</b>	<b>12 982</b>	<b>3 505</b> <b>(3.3)**</b>

\* As percentage of the number of posts at the same job level

\*\* As percentage of the number of posts in the same sector/industry

## Recruitment Difficulties

2.14 483 respondents (or 16%) reported that they had come across difficulty in the recruitment of staff, particularly security guards. Same as in 2009, the main reasons for the recruitment difficulty at this job level were unattractive salary and long working hours. However, it was found in the survey that the percentage recorded moderate decrease in unattractive salary (from 37.6% in 2009 to 28.7% in 2011) and long working hours (from 24.6% in 2009 to 15.3% in 2011). The declining trend indicated that the working condition in terms of monetary rewards and working hours had continuously improved. On the other hand, the percentage indicated for reason of general labour shortage has dramatically increased from 2.6% in 2009 to 9.9% in 2011. Reasons for recruitment difficulty for each job level are shown in **Table J**. The type of difficulties encountered in recruitment in the past 12 months is set out in **Appendix 8**.

**Table J: Comparison of the Reasons for Recruitment Difficulty by Job Level**

<b><u>Reasons for Recruitment Difficulty#</u></b>	<b>Managerial/ Professional*</b>		<b>Supervisory *</b>		<b>Technician*</b>		<b>Security Guard*</b>		<b>Total</b>	
	<b>2009</b>	<b>2011</b>	<b>2009</b>	<b>2011</b>	<b>2009</b>	<b>2011</b>	<b>2009</b>	<b>2011</b>	<b>2009</b>	<b>2011</b>
General Labour Shortage	-	0.2	0.2	0.9	-	4.8	2.4	4.0	2.6	9.9
Long Working Hours	-	-	1.4	1.5	1.3	3.2	21.9	10.6	24.6	15.3
Tough Working Environment	-	-	0.1	0.9	-	-	4.6	4.3	4.7	5.3
Dangerous Working Nature^	-	-	-	-	-	-	-	-	-	-
Unattractive Salary	0.7	2	1.5	1.9	2.4	2	33.0	22.8	37.6	28.7
Low Status	-	-	0.2	0.2	1.3	0.2	4.0	1.3	5.5	1.6
Lack of Candidates with Relevant Experience and Training	0.2	1.5	0.7	1.8	1.5	6	8.1	3.9	10.5	13.1
Others	-	0.2	0.5	0.2	-	4.6	2.8	2.7	3.3	7.6
Unspecified/ Refusal	3.3	3.5	4.0	4.6	0.9	1.5	3.4	8.8	11.7	18.5

# Respondents may choose more than one reason

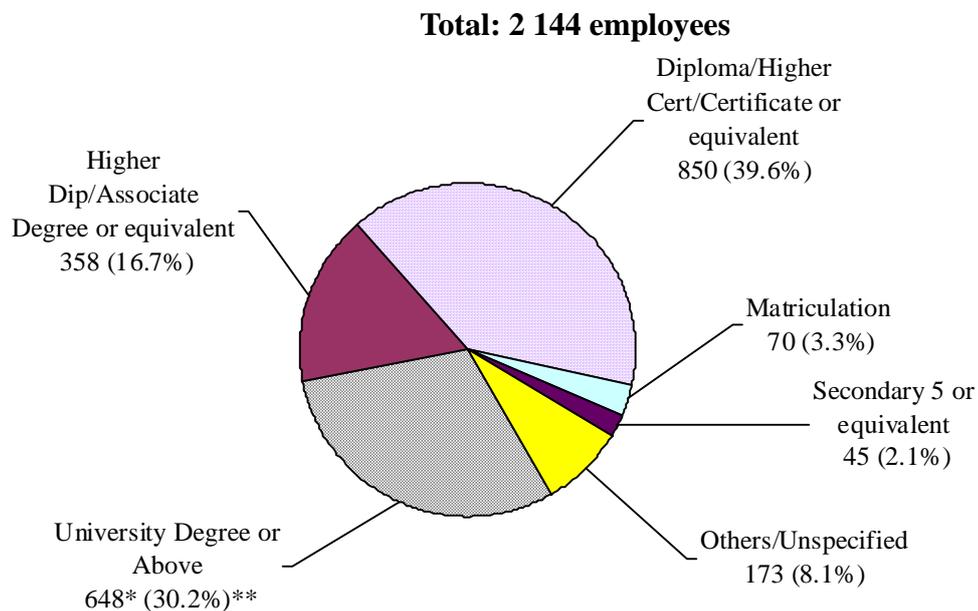
\* As percentage of the number of respondents with recruitment difficulty

^ New option in 2011 manpower survey

## Employers' Required Educational Level of Employees

2.15 The Survey shows that 34% employees at the Managerial/Professional level were required to have University degree or above level of education. Meanwhile, 35.9% at the Supervisory level were required to possess Secondary 5 or equivalent level of education, whereas 55.7% at the Security Guard/Technician level to have Secondary education or equivalent level. Comparisons of the required education between 2009 and 2011 Surveys by level are shown in **Figures 10 to 12**. A summary of the required education of employees by principal job is presented in **Table K**. Details of the employers' required education level of employees by branch by principal job are shown in **Appendix 10**.

**Figure 10 (i): Employers' Preferred Education Level of Employees at the Managerial/Professional Level in 2009**

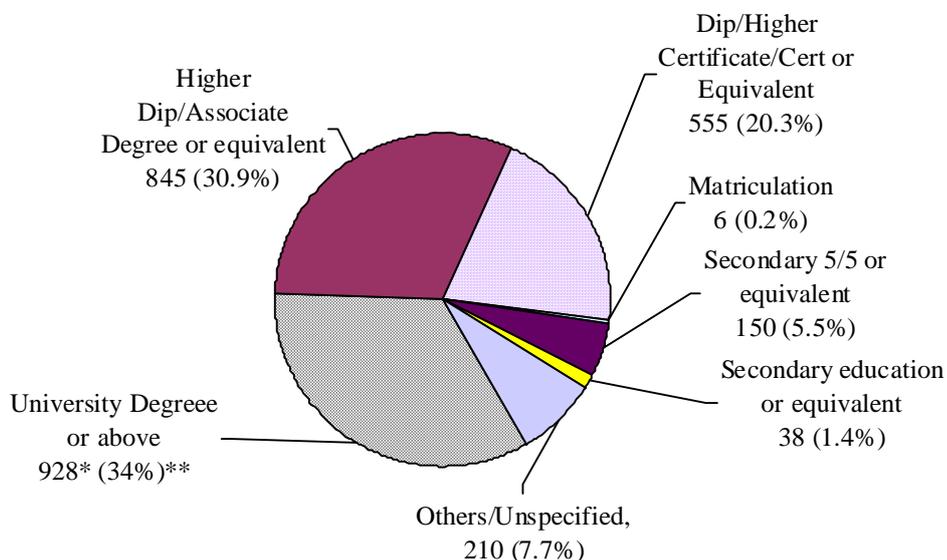


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 10 (ii): Employers' Required Education Level of Employees at the Managerial/Professional Level in 2011**

**Total: 2 732 employees**

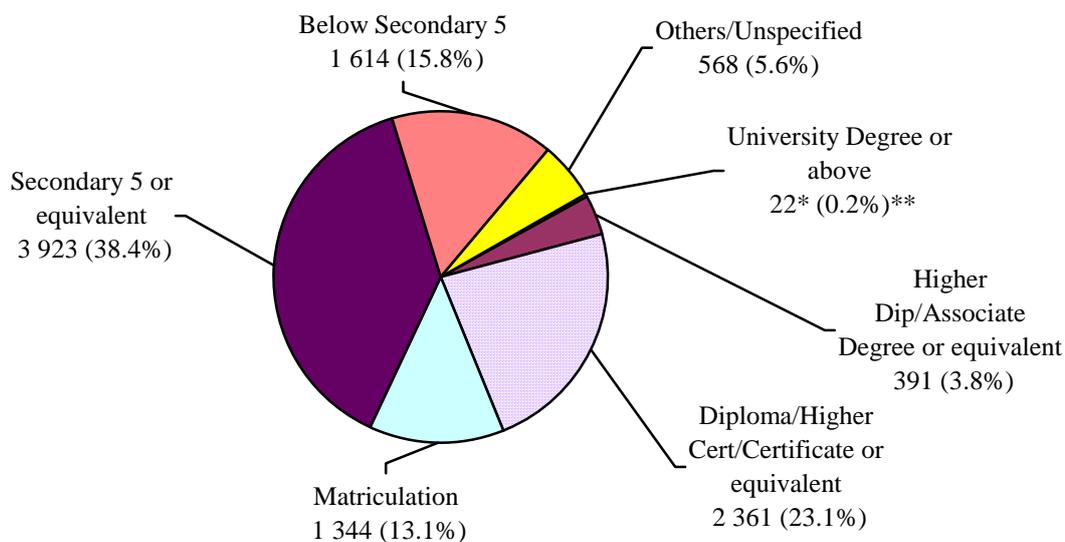


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 11 (i): Employers' Preferred Education Level of Employees at the Supervisory Level in 2009**

**Total: 10 223 employees**

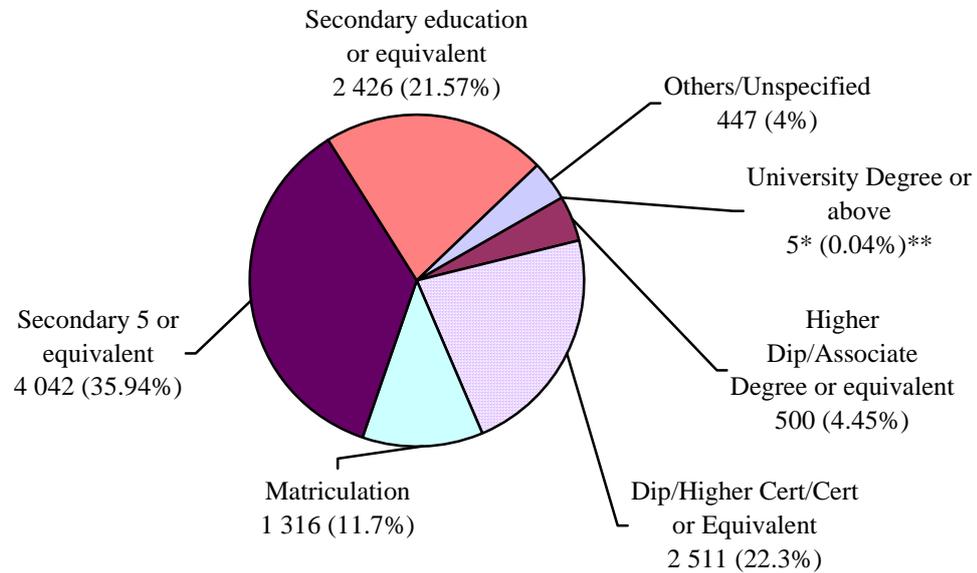


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 11 (ii): Employers' Required Education Level of Employees at the Supervisory Level in 2011**

**Total: 11 247 employees**

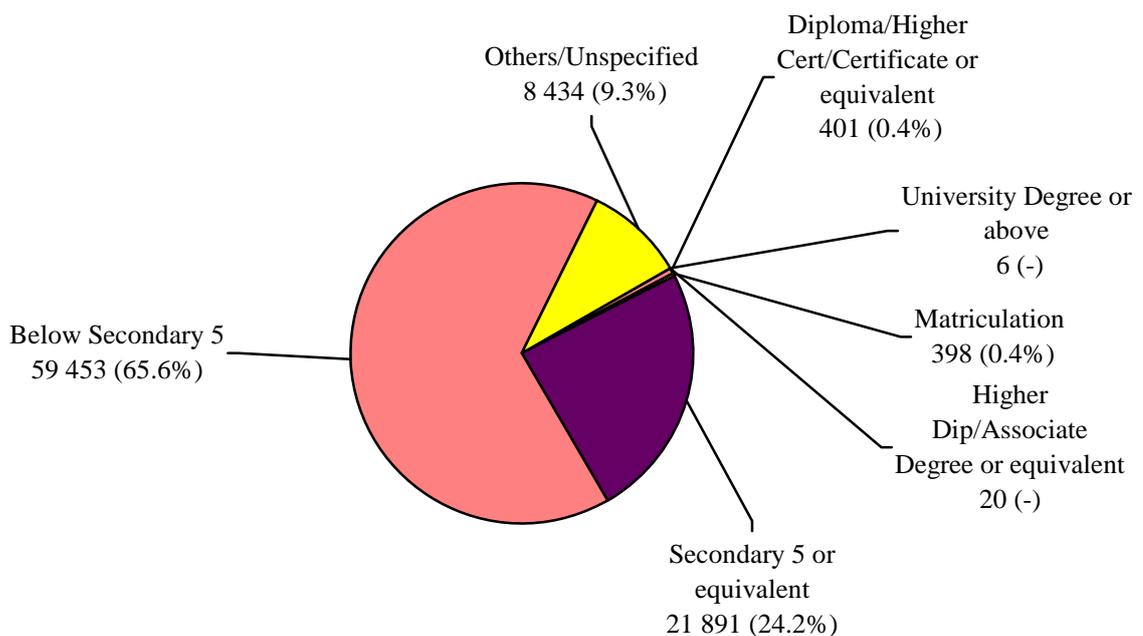


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 12(i): Employers' Preferred Education Level of Employees at the Security Guard/Technician Level in 2009**

**Total: 90 603 employees**

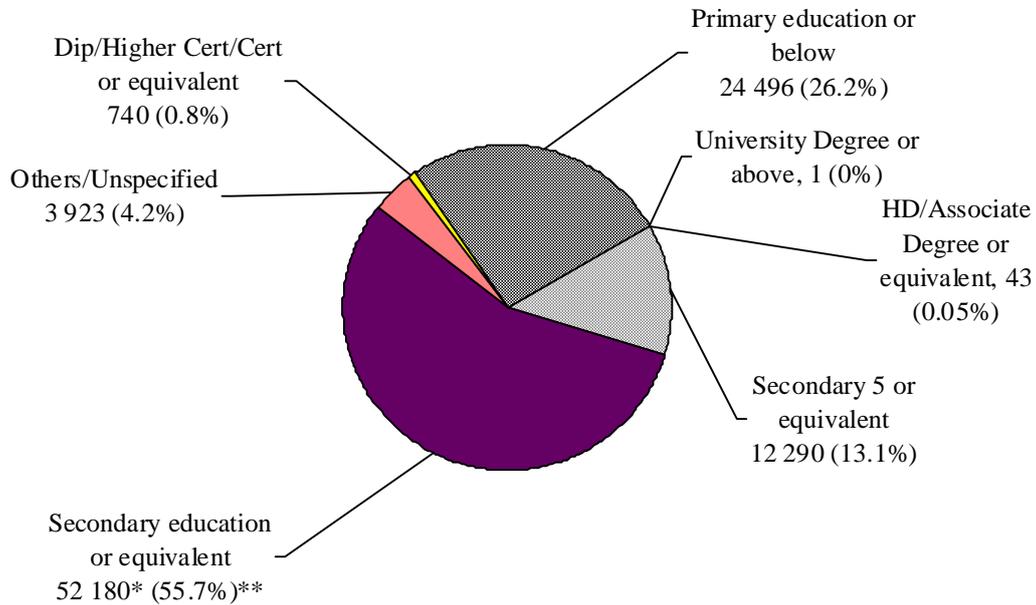


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 12(ii): Employers' Required Education Level of Employees at the Security Guard/Technician Level in 2011**

**Total: 93 673 employees**



\* No. of employees

\*\* As percentage of the number of employees at the job level and may not add up to 100 due to rounding

**Table K: Employers' Required Education of Employees by Level by Principal Job**

<b>Job Level</b>	<b>University Degree or above</b>	<b>Higher Diploma/ Associate Degree or equivalent</b>	<b>Diploma/Higher Cert/Certificate or equivalent</b>	<b>Matriculation</b>	<b>Secondary 5 or equivalent</b>	<b>Secondary education or equivalent</b>	<b>Primary education or below</b>	<b>Others/ Unspecified</b>	<b>Total</b>
<b><u>MANAGERIAL/PROFESSIONAL LEVEL</u></b>									
Senior Management Staff	162	87	78	1	5	-	-	54	387
Security Manager/Operations Manager/Security Centre Controller	262	387	178	2	126	38	-	46	1 039
Security Consultant	35	13	91	2	11	-	-	13	165
Security System Project Manager	84	88	32	1	-	-	-	-	205
Security System Design/Installation/ Maintenance Engineer	239	197	171	-	2	-	-	77	686
Security Training Manager	3	43	2	-	4	-	-	3	55
Other Security Services Related Manager	143	30	3	-	2	-	-	17	195
<b>Sub-total:</b>	<b>928</b>	<b>845</b>	<b>555</b>	<b>6</b>	<b>150</b>	<b>38</b>	<b>-</b>	<b>210</b>	<b>2 732</b>
<b>(%)*</b>	<b>(34)</b>	<b>(30.9)</b>	<b>(20.3)</b>	<b>(0.2)</b>	<b>(5.5)</b>	<b>(1.4)</b>	<b>-</b>	<b>(7.7)</b>	<b>(100)#</b>
<b><u>SUPERVISORY LEVEL</u></b>									
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	1	475	1 879	1 269	3 926	2 394	-	386	10 330
Technical Support Staff	2	1	263	-	65	32	-	44	407
Security Training Officer	2	15	38	-	3	-	-	7	65
Other Security Services Related Supervising Personnel	0	9	331	47	48	-	-	10	445
<b>Sub-total:</b>	<b>5</b>	<b>500</b>	<b>2 511</b>	<b>1 316</b>	<b>4 042</b>	<b>2 426</b>	<b>-</b>	<b>447</b>	<b>11 247</b>
<b>(%)*</b>	<b>(0)</b>	<b>(4.5)</b>	<b>(22.3)</b>	<b>(11.7)</b>	<b>(35.9)</b>	<b>(21.6)</b>	<b>-</b>	<b>(4)</b>	<b>(100)#</b>
<b><u>SECURITY GUARD/TECHNICIAN LEVEL</u></b>									
Security Guard (on 3-shift system)	-	-	-	-	5 545	22 541	7 880	1 272	37 238
Security Guard (on 2-shift system)	-	-	-	-	4 929	26 997	16 076	1 844	49 846
Security Guard (without shift system)	-	-	-	-	68	9.7	540	-	1 525
Armed Guard	-	-	-	-	48	463	-	181	692
Security System Design Technician	1	10	16	-	210	-	-	38	275
Security Device Installation, Maintenance and /or Repairing Technician	-	33	714	-	1 162	493	-	192	2 594
Other Security Services related Personnel with valid Security Personnel Permit	-	-	10	-	328	769	-	396	1 503
<b>Sub-total:</b>	<b>1</b>	<b>43</b>	<b>740</b>	<b>-</b>	<b>12 290</b>	<b>52 180</b>	<b>24 496</b>	<b>3 923</b>	<b>93 673</b>
<b>(%)*</b>	<b>(-)</b>	<b>(-)</b>	<b>(0.8)</b>	<b>(-)</b>	<b>(13.1)</b>	<b>(55.7)</b>	<b>(26.2)</b>	<b>(4.2)</b>	<b>(100)#</b>
<b>GRAND Total</b>	<b>934</b>	<b>1 388</b>	<b>3 806</b>	<b>1 322</b>	<b>16 482</b>	<b>54 644</b>	<b>24 496</b>	<b>4 580</b>	<b>107 652</b>
<b>(%)**</b>	<b>(0.9)</b>	<b>(1.3)</b>	<b>(3.5)</b>	<b>(1.2)</b>	<b>(15.3)</b>	<b>(50.8)</b>	<b>(22.8)</b>	<b>(4.3)</b>	<b>(100)#</b>

\* As percentage of the number of employees at the same job level

\*\*As percentage of the total number of employees in the industry

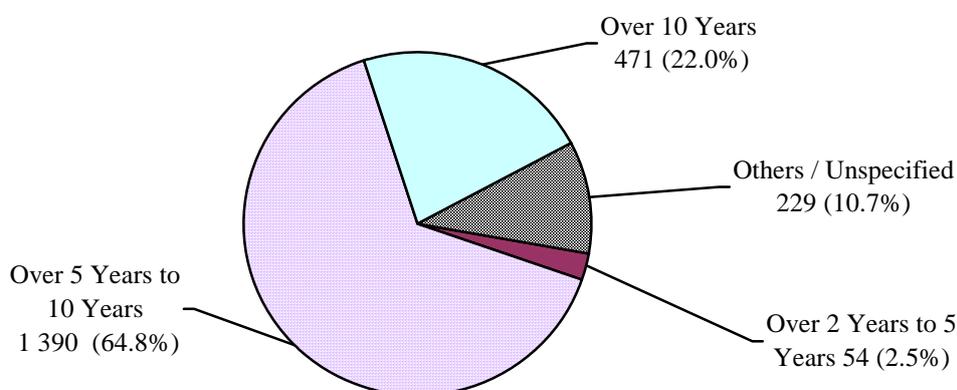
# The percentage may not add up to 100 due to rounding

## Employers' Preferred Period of Experience of Employees

2.16 The survey reveals that 68.9% of the employees at the Managerial/Professional level were preferred to have over 5 years - 10 years of experience. 83% of the employees at the Supervisory level were preferred to have over 2 years - 5 years of experience and 63.9% of the employees at the Security Guard/Technician level were preferred to have less than 1 year of experience. Comparisons of the employers' preferred period of experience of employees between 2009 and 2011 by job level are shown in **Figures 13 to 15**. A summary of the employers' preferred experience of employees by principal job is presented in **Table L**. Details of the employers' preferred period of experience of employees by branch by principal job are shown in **Appendix 11**.

**Figure 13(i): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2009**

**Total: 2 144 employees**

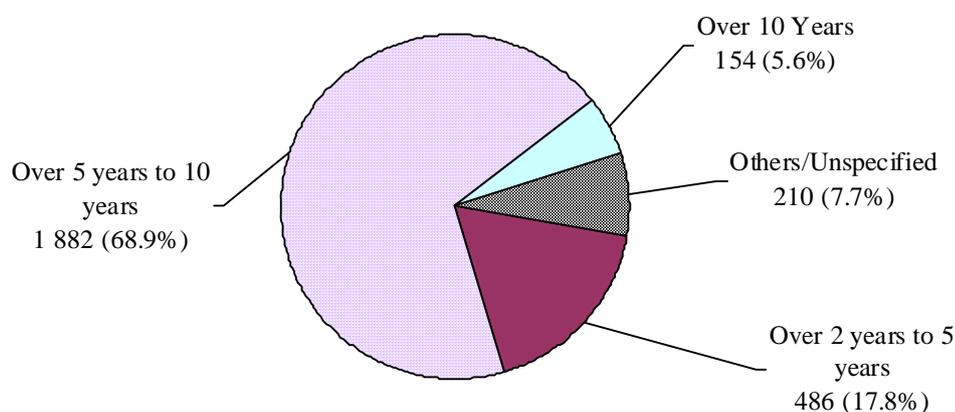


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 13(ii): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2011**

**Total: 2 732 employees**

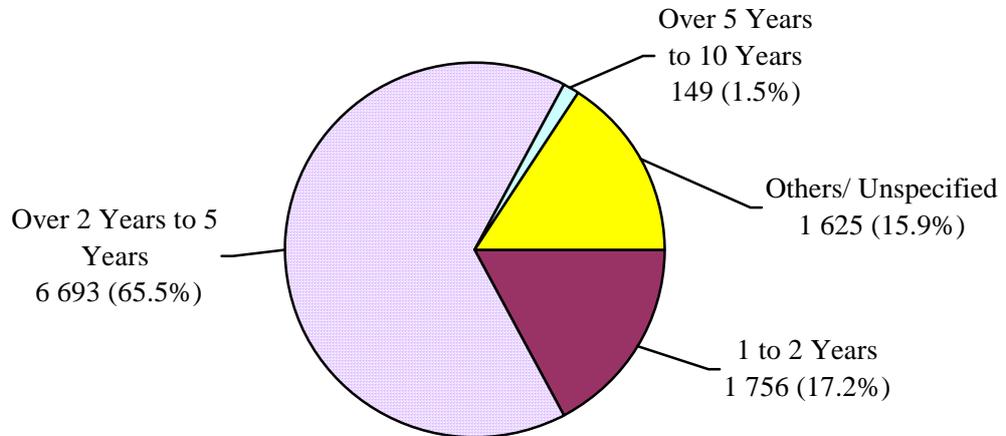


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 14(i): Employers' Preferred Period of Experience of Employees at the Supervisory Level in 2009**

**Total: 10 223 employees**

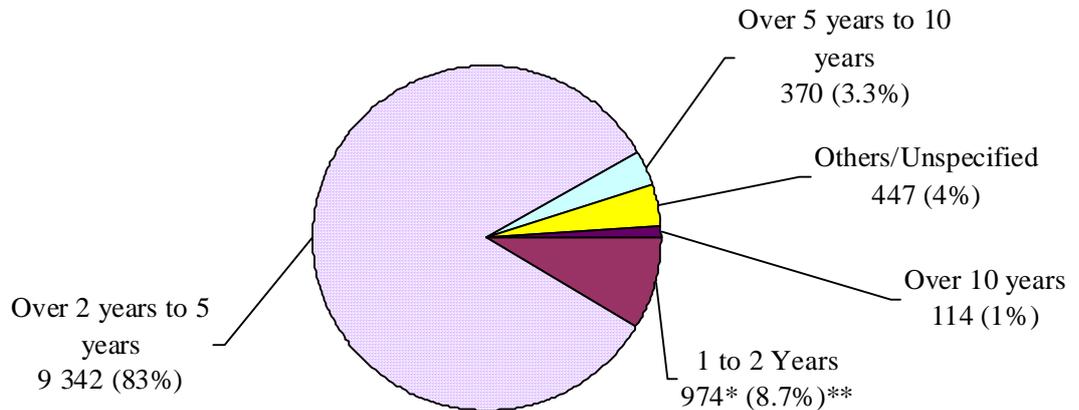


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 14(ii): Employers' Preferred Period of Experience of Employees at the Supervisory Level in 2011**

**Total: 11 247 employees**

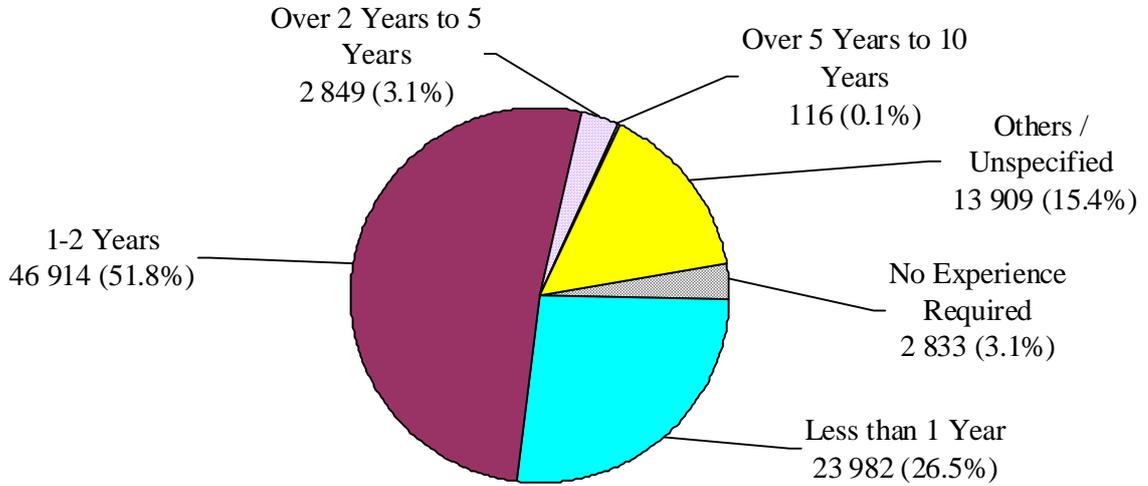


\* No. of employees

\*\* As percentage of the number of employees at the job level and the percentage may not add up to 100 due to rounding

**Figure 15(i): Employers' Preferred Period of Experience of Employees at the Security Guard Level in 2009**

**Total: 90 603 employees**

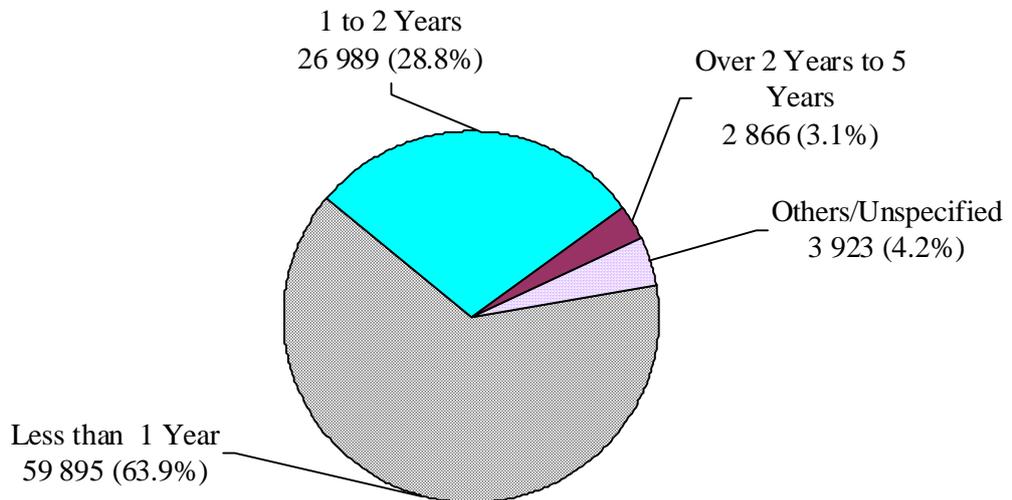


\* No. of employees

\*\* As percentage of the number of employees at the job level

**Figure 15(ii): Employers' Preferred Period of Experience of Employees at the Security Guard/Technician Level in 2011**

**Total: 93 673 employees**



\* No. of employees

\*\* As percentage of the number of employees at the job level

**Table L: Employers' Preferred Period of Experience of Employees by Principal Job**

<u>Job Level</u>	<u>Less than 1 year</u>	<u>1-2 years</u>	<u>Over 2 years - 5 years</u>	<u>Over 5 years - 10 years</u>	<u>Over 10 years</u>	<u>Others/ Unspecified</u>	<u>Total</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>							
Senior Management Staff	-	-	47	203	83	54	<b>387</b>
Security Manager/Operations Manager/Security Centre Controller	-	-	89	875	29	46	<b>1 039</b>
Security Consultant	-	-	73	79	-	13	<b>165</b>
Security System Project Manager	-	-	61	132	12	-	<b>205</b>
Security System Design/Installation/ Maintenance Engineer	-	-	172	417	20	77	<b>686</b>
Security Training Manager	-	-	31	21	-	3	<b>55</b>
Other Security Services Related Manager	-	-	13	155	10	17	<b>195</b>
<b>Sub-total:</b>			486	1 882	154	210	<b>2 732</b>
<b>(%)*</b>	-	-	<b>(17.8)</b>	<b>(68.9)</b>	<b>(5.6)</b>	<b>(7.7)</b>	<b>(100)#</b>
<u>SUPERVISORY LEVEL</u>							
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	-	863	8 638	331	112	386	<b>10 330</b>
Technical Support Staff	-	107	256	-	-	44	<b>407</b>
Security Training Officer	-	2	51	3	2	7	<b>65</b>
Other Security Services Related Supervising Personnel	-	2	397	36	-	10	<b>445</b>
<b>Sub-total:</b>	-	<b>974</b>	<b>9342</b>	<b>370</b>	<b>114</b>	<b>447</b>	<b>11 247</b>
<b>(%)*</b>	-	<b>(8.7)</b>	<b>(83.0)</b>	<b>(3.3)</b>	<b>(1.0)</b>	<b>(4.0)</b>	<b>(100)#</b>
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>							
Security Guard(on 3-shift system)	23 902	11 331	733	-	-	1 272	<b>37 238</b>
Security Guard(on 2-shift system)	34 176	13 583	243	-	-	1 844	<b>49 846</b>
Security Guard(without shift system)	560	965	-	-	-	-	<b>1 525</b>
Armed Guard	383	99	29	-	-	181	<b>692</b>
Security System Design Technician	-	39	198	-	-	38	<b>275</b>
Security Device Installation, Maintenance and /or Repairing Technician	299	548	1 555	-	-	192	<b>2 594</b>
Other Security Services related Personnel with valid Security Personnel Permit	575	424	108	-	-	396	<b>1 503</b>
<b>Sub-total:</b>	<b>59 895</b>	<b>26 989</b>	<b>2866</b>	<b>-</b>	<b>-</b>	<b>3 923</b>	<b>93 673</b>
<b>(%)*</b>	<b>(63.9)</b>	<b>(28.8)</b>	<b>(3.1)</b>	<b>-</b>	<b>-</b>	<b>(4.2)</b>	<b>(100)#</b>
<b>GRAND Total</b>	<b>59 895</b>	<b>27 963</b>	<b>12 694</b>	<b>2 252</b>	<b>268</b>	<b>4 580</b>	<b>107 652</b>
<b>(%)**</b>	<b>(55.6)</b>	<b>(26.0)</b>	<b>(11.8)</b>	<b>(2.1)</b>	<b>(0.2)</b>	<b>(4.3)</b>	<b>(100)#</b>

\* As percentage of the number of employees at the same job level  
# The percentage may not add up to 100 due to rounding

\*\*As percentage of the total number of employees in the industry

## Employers' Preferred Vocational Qualifications of Employees

2.17 Same as 2009, the Survey reveals that most employers preferred their employees at the Managerial/Professional level to be qualified members of major security associations/institutions. For supervisors and security guards, most employers preferred their employees to have received security training under the Recognition Scheme and to possess trade test certificates. For technicians, employers preferred them to have technical certificates. **Table M** shows the employers' preferred vocational qualifications of employees by job level. Details of the employers' preferred vocational qualifications by branch by job level are also presented in **Appendix 12**.

**Table M: Employers' Preferred Vocational Qualification of Employees by Job Level**

Number of Responding Security Companies/ Owners Corporations/ Supplementary Samples	Job Level of Employees			
	Manager	Supervisor	Technician	Security Guard
Employers' Preferred Vocational Qualifications				
Qualified Member of major Security Institutions/Associations	260	113	-	-
Certificate of Security Trainers Courses	100	39	20	-
Certificate of Trade Tests for Security Guards of the Security Services Training Board, VTC	223	542	93	2 082
Certificate of Security Guard Training Course under the Recognition Scheme	249	600	86	1 519
A Pass under the Scheme for Quality Assured In-House Training	8	23	1	12
Technical Certificate	185	58	340	13
Certificate of Skills Upgrading Scheme	25	3	5	4
Others	1	1	-	-

\* May choose more than 1 vocational qualification

## Income Distribution

2.18 The Survey shows that 1 895 employees (or 69.4%) at the Managerial/Professional level were in the income range of \$10,001 - \$30,000 (as compared with 59.8% in the income range of \$10,001 to \$30,000 in 2009). For Supervisory level, 9 550 employees (or 84.9%) were in the income range of \$10,001 to \$20,000 in 2011 which is a significant increase as compared with 52.4% of the same income range in 2009. For Security Guard/Technician level, 51 116 employees (or 54.6%) received income in the range of \$8,001 to \$10,000, a slightly upward trend was recorded as compared with 2009 survey in which the majority of the income felt into the range of \$6,001 to \$8,000. Moreover, attention should be drawn when analysing the data in view of the percentage of others/unspecified responses (8.6%). **Table N** and **Figure 16** show the analysis of income distribution by principal job level. Since this is not an income survey, the information obtained is for cross-reference only.

**Table N: Income Distribution of Employees by Principal Job**

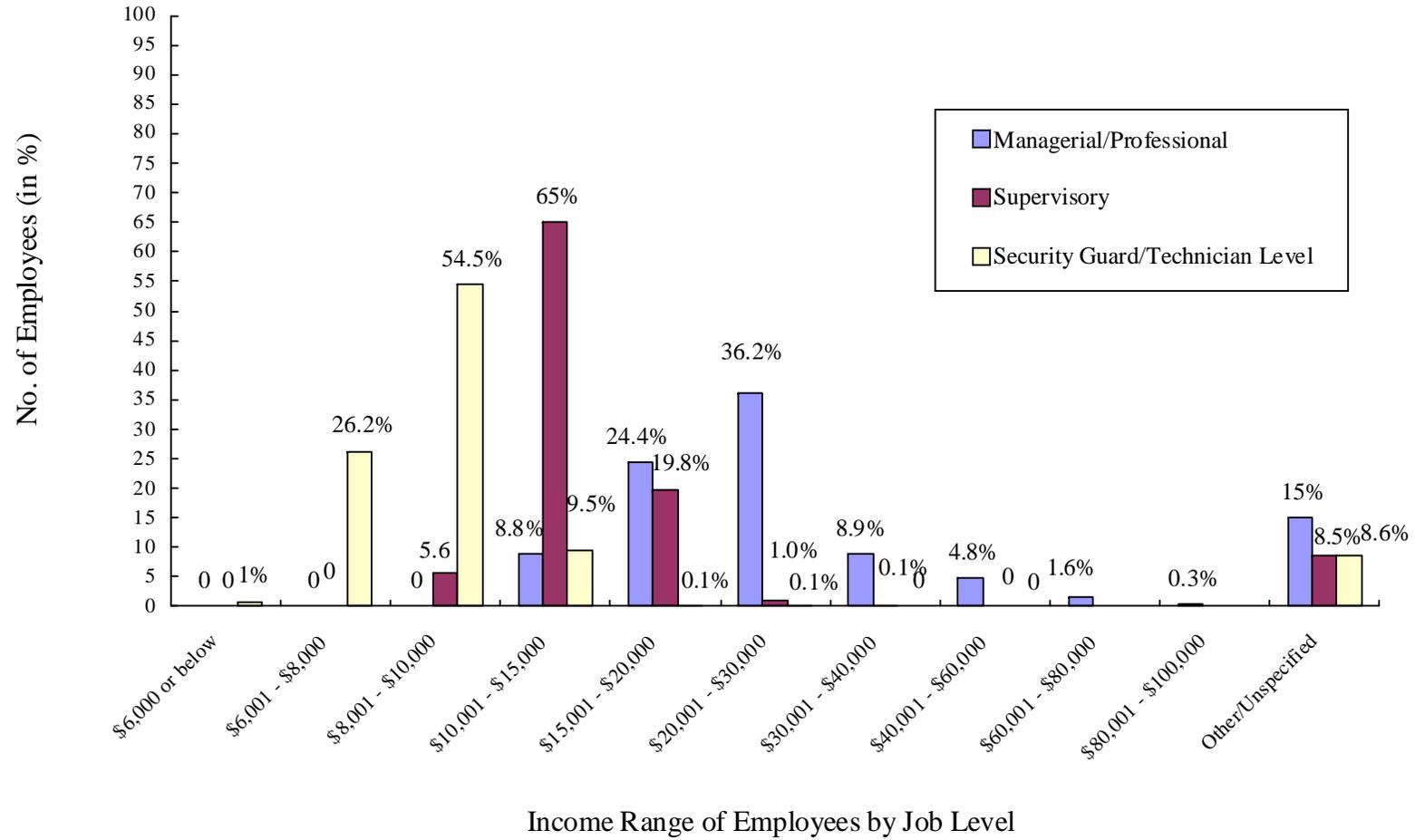
<u>Job Level</u>	<u>\$6,000 or below</u>	<u>\$6,001 - \$8,000</u>	<u>\$8,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001 - \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$60,000</u>	<u>\$60,001 - \$80,000</u>	<u>\$80,001 - \$100,000</u>	<u>Others / Unspecified</u>	<u>Total</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>												
Senior Management Staff	-	-	-	24	73	64	28	71	35	7	85	387
Security Manager/Operations Manager/Security Centre Controller	-	-	-	118	270	334	104	25	8	-	180	1 039
Security Consultant	-	-	-	40	31	53	17	-	-	-	24	165
Security System Project Manager	-	-	-	10	76	46	59	12	-	-	2	205
Security System Design/Installation/Maintenance Engineer	-	-	-	47	183	330	20	11	1	-	94	686
Security Training Manager	-	-	-	-	26	18	3	-	-	-	8	55
Other Security Services Related Manager	-	-	1	1	7	144	12	12	-	-	18	195
<b>Sub-total:</b>	-	-	<b>1</b>	<b>240</b>	<b>666</b>	<b>989</b>	<b>243</b>	<b>131</b>	<b>44</b>	<b>7</b>	<b>411</b>	<b>2 732</b>
<b>(%)*</b>	-	-	-	<b>(8.8)</b>	<b>(24.4)</b>	<b>(36.2)</b>	<b>(8.9)</b>	<b>(4.8)</b>	<b>(1.6)</b>	<b>(0.3)</b>	<b>(15.0)</b>	<b>(100)#</b>
<u>SUPERVISORY LEVEL</u>												
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	-	-	624	6 892	1 841	76	8	-	-	-	889	10 330
Technical Support Staff	-	-	-	128	220	6	2	-	-	-	51	407
Security Training Officer	-	-	2	24	33	3	-	-	-	-	3	65
Other Security Services Related Supervising Personnel	-	-	-	274	138	23	-	-	-	-	10	445
<b>Sub-total:</b>	-	-	<b>626</b>	<b>7 318</b>	<b>2 232</b>	<b>108</b>	<b>10</b>	-	-	-	<b>953</b>	<b>11 247</b>
<b>(%)*</b>	-	-	<b>(5.6)</b>	<b>(65.0)</b>	<b>(19.8)</b>	<b>(1.0)</b>	<b>(0.1)</b>	-	-	-	<b>(8.5)</b>	<b>(100)#</b>
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>												
Security Guard (on 3-shift system)	794	18 394	10 974	3 310	-	-	-	-	-	-	3 766	37 238
Security Guard (on 2-shift system)	74	5 519	37 419	3 440	-	-	-	-	-	-	3 394	49 846
Security Guard (without shift system)	37	627	861	-	-	-	-	-	-	-	-	1 525
Armed Guard	-	-	32	508	3	-	-	-	-	-	149	692
Security System Design Technician	-	-	10	195	11	16	-	-	-	-	43	275
Security Device Installation, Maintenance and /or Repairing Technician	-	3	894	1 283	47	35	-	-	-	-	332	2 594
Other Security Services related Personnel with valid Security Personnel Permit	-	30	926	151	-	-	-	-	-	-	396	1 503
<b>Sub-total:</b>	<b>905</b>	<b>24 573</b>	<b>51 116</b>	<b>8 887</b>	<b>61</b>	<b>51</b>	-	-	-	-	<b>8 080</b>	<b>93 673</b>
<b>(%)*</b>	<b>(1)</b>	<b>(26.2)</b>	<b>(54.5)</b>	<b>(9.5)</b>	<b>(0.1)</b>	<b>(0.1)</b>	-	-	-	-	<b>(8.6)</b>	<b>(100)#</b>
<b>GRAND Total</b>	<b>905</b>	<b>24 573</b>	<b>51 743</b>	<b>16 445</b>	<b>2 959</b>	<b>1 148</b>	<b>253</b>	<b>131</b>	<b>44</b>	<b>7</b>	<b>9 444</b>	<b>107 652</b>
<b>(%)**</b>	<b>(0.8)</b>	<b>(22.8)</b>	<b>(48.1)</b>	<b>(15.3)</b>	<b>(2.7)</b>	<b>(1.1)</b>	<b>(0.2)</b>	<b>(0.2)</b>	<b>(0.0)</b>	<b>(0.0)</b>	<b>(8.8)</b>	<b>(100)#</b>

\* As percentage of the total number of employees at the same job level

\*\* As percentage of the total number of employees in the industry

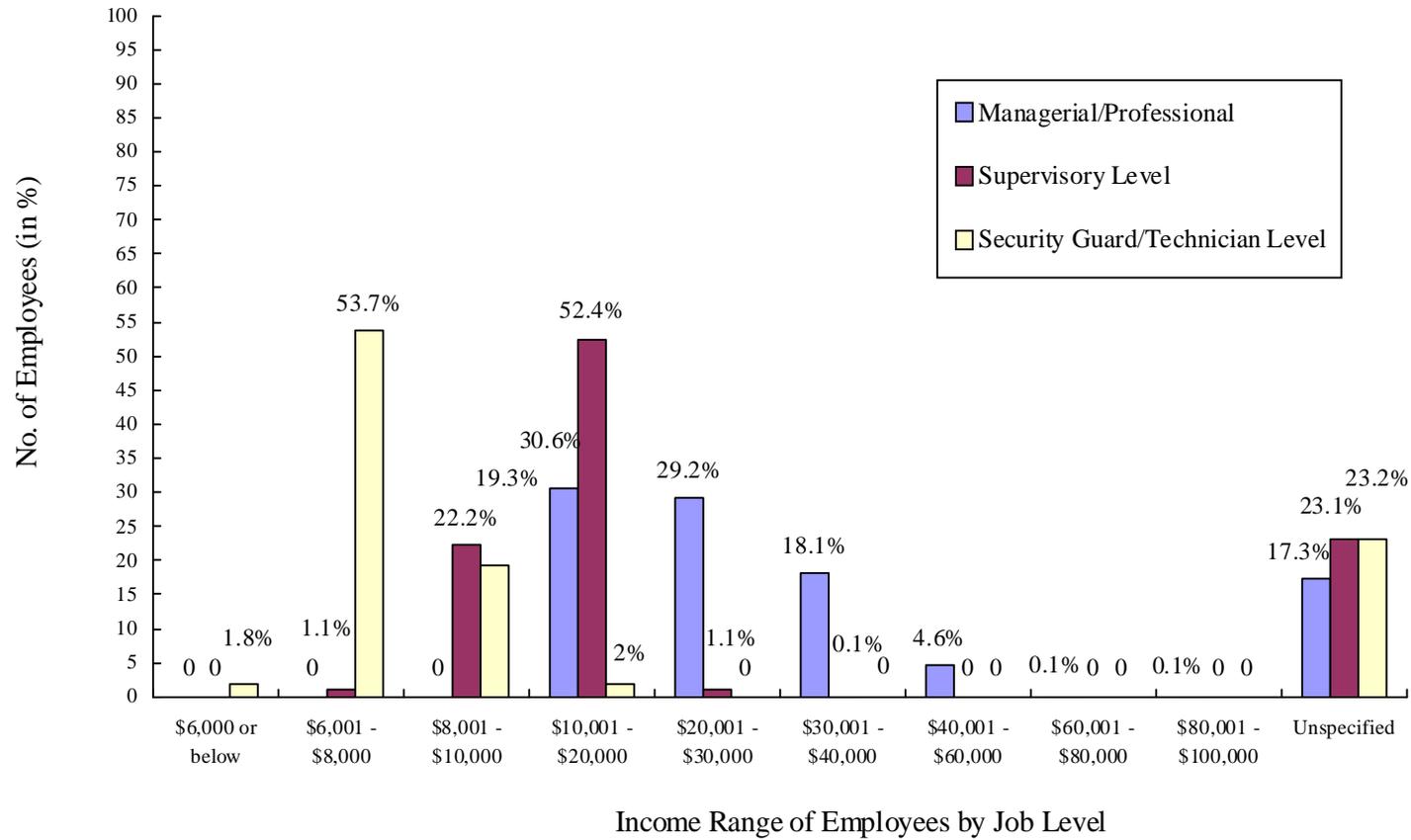
# The percentage may not add up to 100 due to rounding

**Figure 16(i): Income Distribution of Employees by Principal Job By Income Range in 2011**



\* Number of employees in a particular income range by job level

**Figure 16(ii): Income Distribution of Employees by Principal Job By Income Range in 2009**

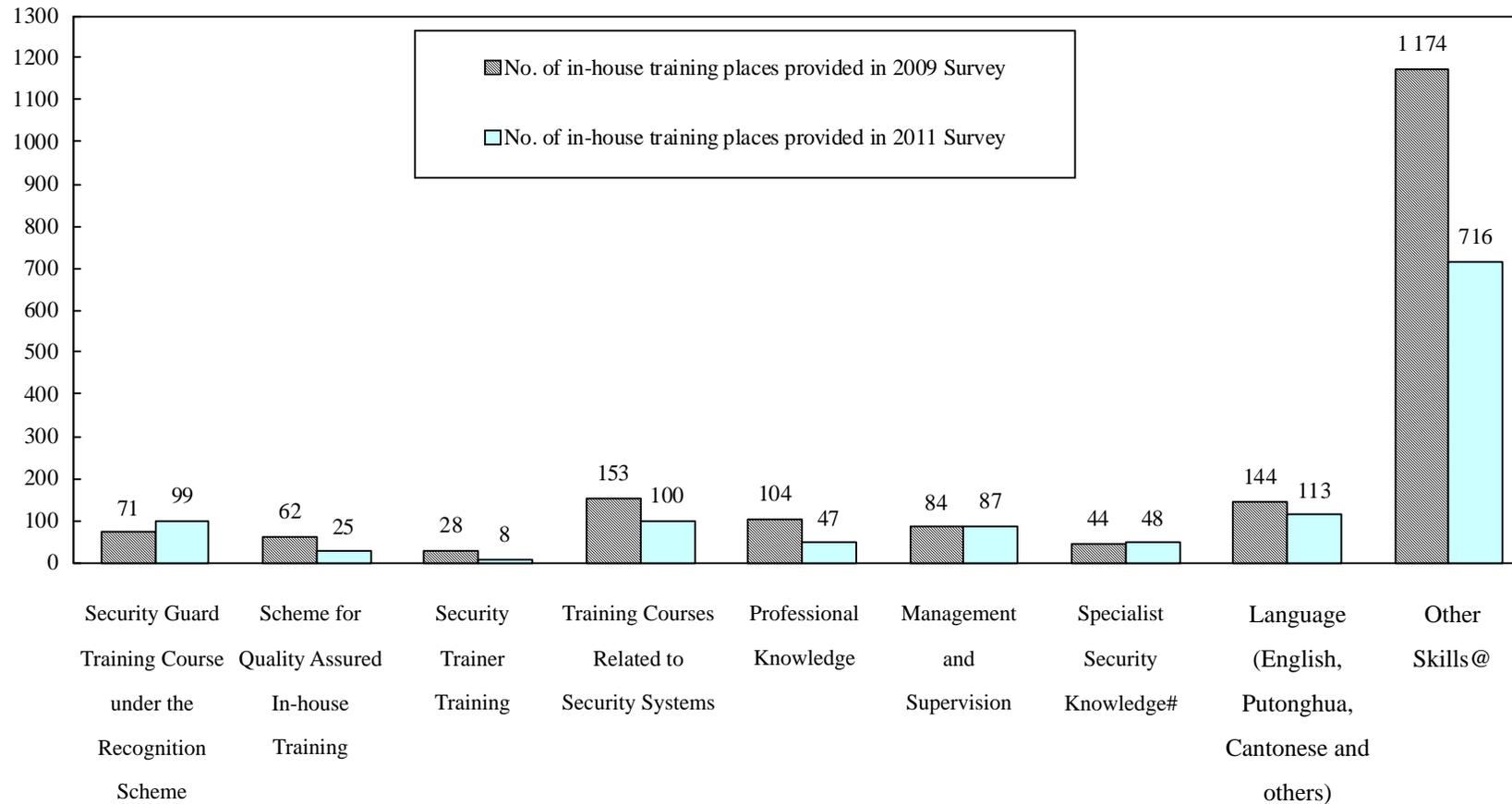


\* Number of employees in a particular income range by job level

### Training Places (In-house and External) Provided in the Past 12 months

2.19 The Survey reveals that in the past 12 months, employers had provided 11 633 training places (29 848 places in 2009) to their employees, including 10 390 places (27 984 places in 2009) sponsored by employers and 1 243 in-house training places (1 864 places in 2009). A notable decrease (-18 215 training places) in the provision of training (both in-house training and training sponsored by employers) was found in the past 12 months from this survey. In order of popularity, Security Guard training ranked under the Recognition Scheme (2 777 places) was the top of list, followed by Health and Safety (2 275 places) and Customer Services (2 118 places). **Figures 17(i) and (ii)** show the comparison on the number of in-house and external training places provided in the past 12 months between 2009 and 2011 Surveys, while **Figure 17(iii)** shows the external training places by type sponsored by employers in the past 12 months and to be sponsored in the next 12 months. The number of training places provided in the past 12 months by type by job level is illustrated in **Table O**. The types of course to be attended by employees in the next 12 months is shown in **Table P** and that to be sponsored by employers in the next 12 months is presented in **Table Q**. Details of analysis by type by branch by job level are shown in **Appendix 13 - 16**.

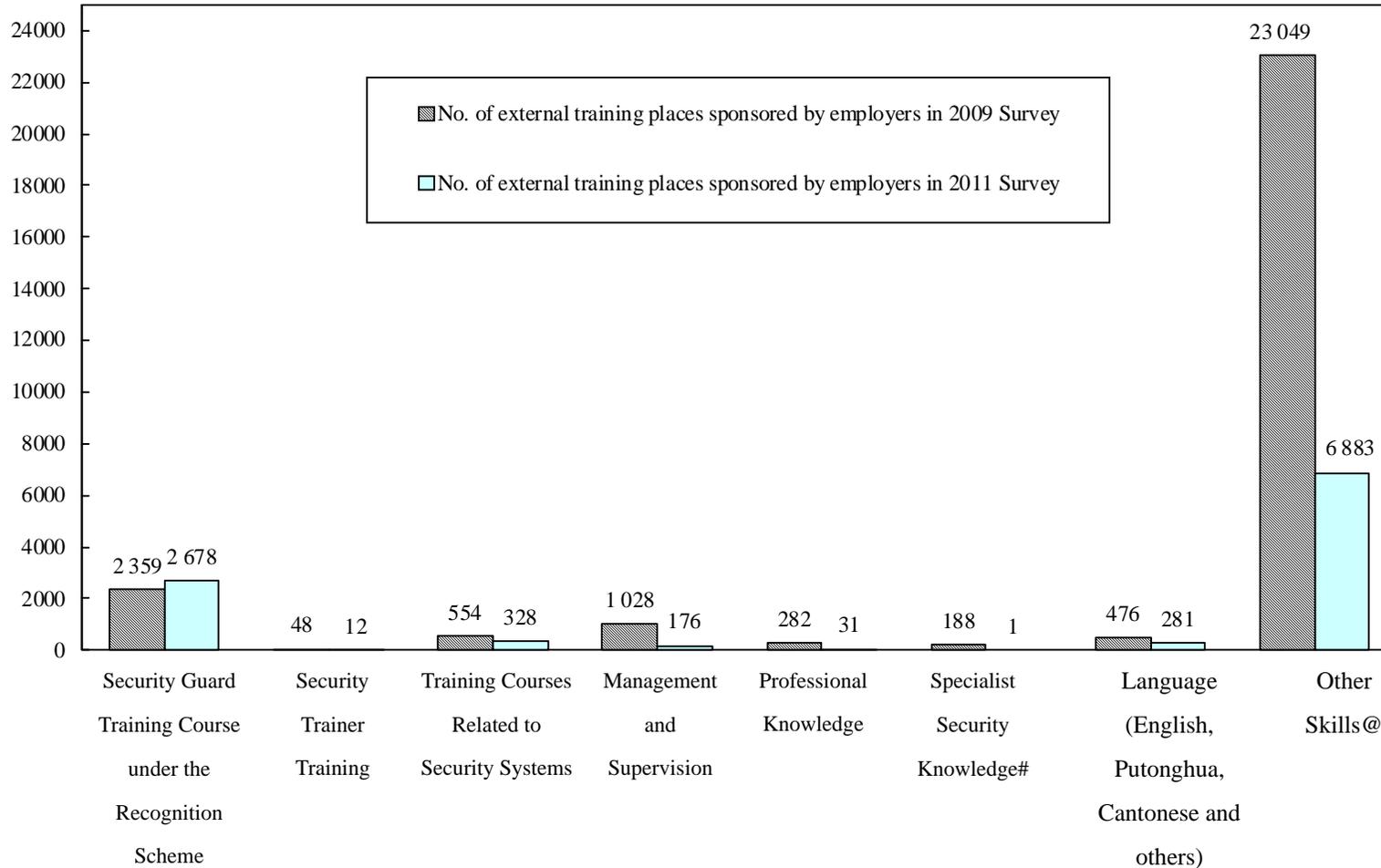
**Figure 17(i): Comparison on the Number of In-house Training Places Provided in the Past 12 Months between 2009 and 2011 Surveys**



# Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Special Security Knowledge

@ Including Fire Prevention, First Aid, Health & Safety, Customer Services, Soft Skills and Other Skills, etc.

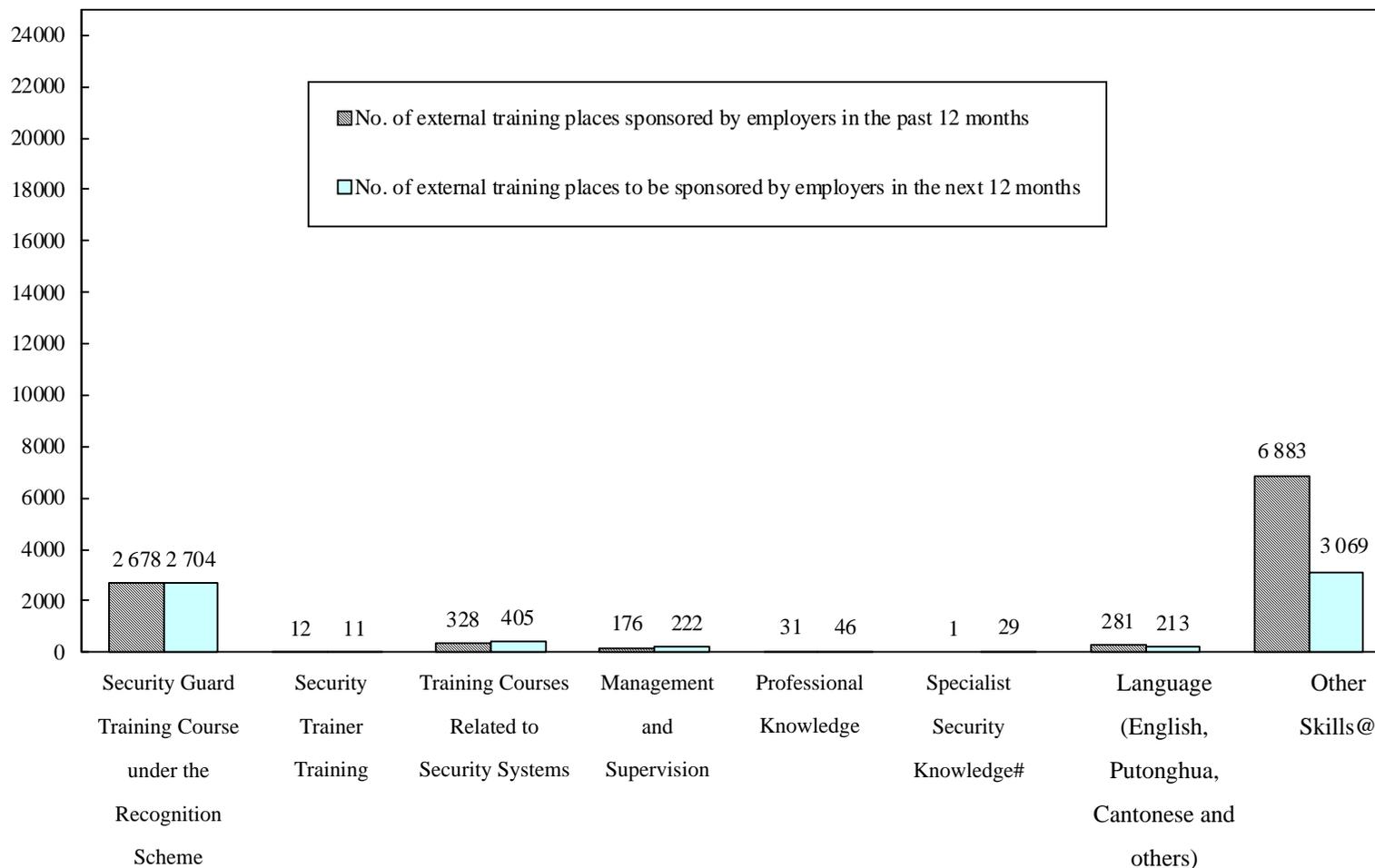
**Figure 17(ii): Comparison of the Number of External Training Places Sponsored by Employers in the Past 12 Months between 2009 and 2011 Surveys**



# Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Special Security Knowledge

@ Including Fire Prevention, First Aid, Health & Safety, Customer Services, Soft Skills and Other Skills, etc.

**Figure 17(iii): Comparison of the Number of External Training Places Sponsored by Employers in the Past 12 Months and to be Sponsored in the Next 12 Months**



# Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Special Security Knowledge

@ Including Fire Prevention, First Aid, Health & Safety, Customer Services, Soft Skills and Other Skills, etc.

**Table O: Number of Training Places provided in the Past 12 Months By Type by Job Level**

Job Level Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers
<i>Security Guard Training Courses under the Recognition Scheme</i>	30	6	32	26	-	-	37	2 646	99	2 678
<i>Scheme for Quality Assured In-house Training</i>	4	-	9	-	-	-	12	-	25	-
<i>Security Trainer Training</i>	2	7	6	5	-	-	-	-	8	12
<i>Training Courses Related to Security Systems</i>	22	56	18	47	52	126	8	99	100	328
<i>Professional Knowledge</i>	9	10	17	15	-	-	21	6	47	31
<i>Management and Supervision</i>	36	20	46	156	1	-	4	-	87	176
<i>Specialist Security Knowledge</i>									-	-
(i) Use of Firearms and weapons	-	-	-	-	-	-	7	-	7	-
(ii) Cash-in-transit	-	-	-	-	-	-	5	-	5	-
(iii) VIP Protection	1	-	2	1	-	-	3	-	6	1
(iv) Guard dog handler training	-	-	-	-	-	-	-	-	-	-
(v) Armed instructor training	-	-	-	-	-	-	-	-	-	-
(vi) Central alarm monitoring station	-	-	4	-	-	-	3	-	7	-
(vii) Other Special Security Knowledge	5	-	6	-	1	-	11	-	23	-

Job Level Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers
<i>Language</i>										
(i) English	3	6	16	6	12	2	21	27	52	41
(ii) Putonghua	-	2	7	5	11	2	9	201	27	210
(iii) Cantonese	2	-	15	-	-	-	14	30	31	30
(iv) Others	1	-	1	-	-	-	1	-	3	-
<i>Other Skills</i>										
(i) Fire Prevention	19	9	25	271	14	22	56	1 270	114	1 572
(ii) First Aid	17	13	24	130	2	0	46	488	89	631
(iii) Health & Safety	35	15	47	330	20	100	76	1 652	178	2 097
(iv) Customer Service	13	13	59	272	16	25	100	1 620	188	1 930
(v) Soft Skills	7	4	50	10	13	18	57	260	127	292
(vi) Related Skills Upgrading	-	-	12	-	2	-	3	60	17	60
(vii) Others	1	7	1	23	-	101	1	170	3	301
<b>Total:</b>	<b>207</b>	<b>168</b>	<b>397</b>	<b>1 297</b>	<b>144</b>	<b>396</b>	<b>495</b>	<b>8 529</b>	<b>1 243</b>	<b>10 390</b>

**Table P: Types of courses to be attended by employees in the next 12 months by Type by Job level**

<b>Type of Courses</b>	<b>Job Level</b>	<b>Managerial/ Professional</b>	<b>Supervisory</b>	<b>Technician</b>	<b>Security Guard</b>	<b>Total</b>
<i>Security Guard Training Courses under the Recognition Scheme</i>		27	16	1	21	<b>65</b>
<i>Scheme for Quality Assured In-house Training</i>		2	4	0	7	<b>13</b>
<i>Security Trainer Training</i>		9	12	-	1	<b>22</b>
<i>Training Courses Related to Security Systems</i>		146	40	175	10	<b>371</b>
<i>Management and Supervision</i>		41	50	-	5	<b>96</b>
<i>Professional Knowledge</i>		8	16	-	22	<b>46</b>
<i>Specialist Security Knowledge</i>						
(i) Use of Firearms and weapons		-	1	-	5	<b>6</b>
(ii) Cash-in-transit		-	-	-	5	<b>5</b>
(iii) VIP Protection		1	2	-	2	<b>5</b>
(iv) Guard dog handler training		-	2	-	1	<b>3</b>
(v) Armed instructor training		1	-	-	-	<b>1</b>
(vi) Central alarm monitoring station		1	3	1	5	<b>10</b>
(vii) Other Special Security Knowledge		-	1	-	9	<b>10</b>

<b>Type of Courses</b>	<b>Job Level</b>	<b>Managerial/ Professional</b>	<b>Supervisory</b>	<b>Technician</b>	<b>Security Guard</b>	<b>Total</b>
<i>Language</i>						
(i) English		3	12	11	14	<b>40</b>
(ii) Putonghua		15	11	33	16	<b>75</b>
(iii) Cantonese		1	1	-	4	<b>6</b>
(iv) Others		1	2	-	2	<b>5</b>
<i>Other Skills</i>						
(i) Fire Prevention		7	10	14	49	<b>80</b>
(ii) First Aid		20	28	23	52	<b>123</b>
(iii) Health & Safety		45	43	51	77	<b>216</b>
(iv) Customer Service		41	49	46	137	<b>273</b>
(v) Soft Skills		23	45	27	98	<b>193</b>
(vi) Related Skills Upgrading		3	4	3	9	<b>19</b>
(vii) Others		-	-	20	38	<b>58</b>
<b>Total:</b>		<b>395</b>	<b>352</b>	<b>405</b>	<b>589</b>	<b>1 741</b>

**Table Q: Number of External Training Places to be Sponsored by Employers in the Next 12 Months By Type by Job Level**

<b>Type of Courses</b>	<b>Job Level</b>	<b>Managerial/ Professional</b>	<b>Supervisory</b>	<b>Technician</b>	<b>Security Guard</b>	<b>Total</b>
<i>Security Guard Training Courses under the Recognition Scheme</i>		11	41	-	2 652	<b>2 704</b>
<i>Security Trainer Training</i>		7	4	-	-	<b>11</b>
<i>Training Courses Related to Security Systems</i>		111	27	231	36	<b>405</b>
<i>Management and Supervision</i>		42	170	-	10	<b>222</b>
<i>Professional Knowledge</i>		8	8	-	30	<b>46</b>
<i>Specialist Security Knowledge</i>						
(i) Use of Firearms and weapons		-	-	-	-	-
(ii) Cash-in-transit		-	-	-	-	-
(iii) VIP Protection		-	1	-	10	<b>11</b>
(iv) Guard dog handler training		-	-	-	-	-
(v) Armed instructor training		-	-	-	-	-
(vi) Central alarm monitoring station		-	1	-	6	<b>7</b>
(vii) Other Special Security Knowledge		-	1	-	10	<b>11</b>

<b>Type of Courses</b>	<b>Job Level</b>	<b>Managerial/ Professional</b>	<b>Supervisory</b>	<b>Technician</b>	<b>Security Guard</b>	<b>Total</b>
<i>Language</i>						
(i) English	-	3	2	40	<b>45</b>	
(ii) Putonghua	6	25	2	135	<b>168</b>	
(iii) Cantonese	-	-	-	-	-	
(iv) Others	-	-	-	-	-	
<i>Other Skills</i>						
(i) Fire Prevention	8	103	15	277	<b>403</b>	
(ii) First Aid	51	172	55	466	<b>744</b>	
(iii) Health & Safety	82	153	110	389	<b>734</b>	
(iv) Customer Service	68	101	29	399	<b>597</b>	
(v) Soft Skills	22	23	69	140	<b>254</b>	
(vi) Related Skills Upgrading	-	15	55	167	<b>237</b>	
(vii) Others	-	-	100	-	<b>100</b>	
<b>Total:</b>	<b>416</b>	<b>848</b>	<b>668</b>	<b>4 767</b>	<b>6 699</b>	

16 hours of training prior to obtaining Security Personnel Permit

2.20 The survey reveals that 68.5% employers considered that employees received the 16 hours of training prior to obtaining Security Personnel Permit was enough while 200 (6.6%) respondents expressed that the 16 hours of training was not enough. However, it was worthy to note that among those who indicated the 16 hours of training was enough, 1 659 (80.4%) respondents were from Owners Corporations which only accounted for 6.6% of the total number of employees involved. Among those employers who felt the 16 hours of training was not sufficient, 122 (61%) respondents indicated the preferred number of training hours was 32 hours, at the same time, 28 (14%) respondents preferred that the number of training hours could be increased to 24 hours. **Table R** shows the employers' views on the 16 hours of training prior to obtaining Security Personnel Permit and **Table S** gives an account of the preferred number of training hours if they considered their training was not enough.

**Table R: Employers' Views on the 16 hours of Training prior to obtaining Security Personnel Permit by Branch**

	<b>Enough (%)*</b>	<b>Not Enough (%)*</b>	<b>No Comment (%)*</b>	<b>Others/ Unspecified (%)*</b>
Security Guarding Services	204 (6.8)	44 (1.5)	71 (2.4)	47 (1.6)
Armoured Transportation Services	2 (0.1)	-	-	-
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	160 (5.3)	34 (1.1)	119 (3.9)	2 (0.1)
Security Guarding/ Armoured Transportation Services	3 (0.1)	-	3 (0.1)	-
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	29 (1.0)	8 (0.3)	6 (0.2)	4 (0.1)
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	-	2 (0.1)	1 (0.1)
Owners Corporations	1 659 (55.1)	112 (3.7)	416 (13.8)	75 (2.5)
Supplementary Samples	6 (0.2)	2 (0.1)	2 (0.1)	2 (0.1)
<b>Total:</b>	<b>2 063 (68.5)</b>	<b>200 (6.6)</b>	<b>619 (20.5)</b>	<b>131 (4.4)</b>

\*As percentage of the total number of respondents

**Table S: Employers' Preferences on the Number of Training Hours by Branch**

	<b>24 hours (%)*</b>	<b>32 hours (%)*</b>	<b>Others (%)*</b>	<b>Unspecified/ Refusal (%)*</b>
Security Guarding Services	24 (7.3)	2 (0.6)	18 (5.4)	47 (14.2)
Armoured Transportation Services	-	-	-	-
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	3 (0.9)	31 (9.4)	2 (0.6)
Security Guarding/ Armoured Transportation Services	-	-	-	-
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	3 (0.9)	4 (1.2)	1 (0.3)	4 (1.2)
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	-	-	1 (0.3)
Owners Corporations	-	112 (33.8)	-	75 (22.7)
Supplementary Samples	1 (0.3)	1 (0.3)	-	2 (0.6)
<b>Total:</b>	<b>28 (8.5)</b>	<b>122 (36.8)</b>	<b>50 (15.1)</b>	<b>131 (39.6)</b>

\*As percentage of the total number of respondents

#### Refresher courses before renew Security Personnel Permit

2.21 At the time of survey, 52.8% respondents expressed that refresher courses were not necessary when their staff had to renew their Security Personnel Permit. Same as the responses found in section 2.20, a large proportion of respondents (1 320 employers, 83%) were employers of Owners Corporations. In this regard, the overall views might be distorted by the distribution. Only 2.8% respondents considered that employees must attend refresher courses and 26.7% respondents preferred their employees to attend refresher courses upon the Security Personnel Permit renewal. **Table T** shows the employers' views on the refresher courses.

**Table T: Employers' Views on the Refresher Courses before Renew the Security Personnel Permit by Branch**

	<b>Pre-requisite (%)*</b>	<b>Preferred (%)*</b>	<b>Not Necessary (%)*</b>	<b>No Comment (%)*</b>	<b>Unspecified/ Refusal (%)*</b>
Security Guarding Services	13 (0.4)	151 (5.0)	114 (3.8)	41 (1.4)	47 (1.6)
Armoured Transportation Services	0 (0)	1 (0.1)	1 (0.1)	0 (0)	0 (0)
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	31 (1.0)	65 (2.2)	130 (4.3)	87 (2.9)	2 (0.1)
Security Guarding/ Armoured Transportation Services	0 (0)	2 (0.1)	2 (0.1)	2 (0.1)	0 (0)
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	1 (0.1)	14 (0.5)	20 (0.6)	8 (0.3)	4 (0.1)
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	0 (0)	1 (0.1)	0 (0)	1 (0.1)	1 (0.1)
Owners Corporations	38 (1.3)	565 (18.8)	1 320 (43.8)	302 (10.0)	37 (1.2)
Supplementary Samples	1 (0.1)	5 (0.2)	3 (0.1)	1 (0.1)	2 (0.1)
<b>Total:</b>	<b>84 (2.8)</b>	<b>804 (26.7)</b>	<b>1 590 (52.8)</b>	<b>442 (14.6)</b>	<b>93 (3.1)</b>

\*As percentage of the total number of respondents

### Transformation

2.22 The survey revealed that no employers would change their working shift systems from 2-shift system to 3-shift system in the next 12 months. On the other hand, only 48 security guards would change their working shift systems from 3-shift system to 2-shift system in the next 12 months. The number of security guards that will change their working shift systems in the next 12 months is given in **Table U**.

**Table U: The Number of Security Guards that Will Change Working Shift Systems in the Next 12 Months by Branch**

	<b>From 2-shift system to 3-shift system</b>	<b>From 3-shift system to 2-shift system</b>
Security Guarding Services	-	48
Armoured Transportation Services	-	-
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	-
Security Guarding/ Armoured Transportation Services	-	-
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	-
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	-
Owners Corporations	-	-
Supplementary Samples	-	-
<b>Total:</b>	-	<b>48</b>