

POLICE LICENSING & REGULATORY DEPARTMENT
SECURITY AGENCIES COMPETENCY EVALUATION (SACE) WEBINAR

(7 APRIL 2021)

CONSOLIDATED FREQUENTLY ASKED QUESTIONS (FAQs)

A) SACE Evaluation Period & Frequency

S/N	Question	Answer (s)
1	What is the assessment period for SACE?	SAs will be evaluated in batches based on the month when the SA's licence will expire. The 1st batch of SAs will include those whose licences will expire in January 2022. These SAs will receive their SACE Notification Letter from 1 Aug 21 onwards
2	My SA licence is expiring in Jan 22 and my assessment is in Aug 21. I only have 5 months to prepare unlike those whose licence are expiring much later. Isn't this unfair to my SA?	We are aware of the shorter timeline for some SAs but we will take this into consideration in the assessment. SAs will be evaluated fairly and if there are exceptional circumstances such as a shorter timeline, we will consider them too.
3	My SA licence still has 6 months validity, why is my SA subject to SACE so early, 6 months prior expiry date?	The notice period was worked out taking into account that our evaluators will need time to do the evaluation, go through their findings and decide on the outcome.
4	Can SACE be done in 2 months, similar to 2 months for an SA to renew its licence?	We need 3 months given the scope and depth of the evaluation.
5	Is there a need for SAs to be assessed every year?	If an SA passes only the core competencies, the licence tenure is only one year. To renew its licence the SA has to undergo SACE the following year. However, when the Elective Competencies are rolled out a year later in 2023, an SA that passes both Core and Elective competencies will be eligible for a 2-year licence.
6	Can SACE start later?	For the Core Competencies, we have already decided that SACE will be a licensing criterion for applicants applying for or renewing a security agency licence from 1 Jan 22.
7	My SA licence is expiring in Dec 2022 but I want to be assessed in Sep 2021, can I do so?	We have scheduled timelines for evaluation based on the expiry date of the licence, and the evaluation will commence about 6 months before licence expiry.

B) SACE Submission Process

S/N	Question	Answer (s)
1	What are the documents required for SACE submission and the deadline for submission?	The documents required for SACE submission can be found in the SACE Final Core Competencies Assessment Checklist uploaded on PLRD's website. PLRD will indicate the deadline for submission of documents in the SACE Notification Letter and the Assessment Checklists that we send to agencies.
2	What happens if my SA unintentionally misses the deadline to submit my documents for SACE?	We will send you reminders when the deadline is near. We advise that SAs adhere to the deadlines so that there will be no delay to the evaluation.
3	If my SA had submitted wrong documents, will I be given a chance to submit correct documents for evaluation?	We advise that you do a thorough check before you submit your documents. As a principle, we will accept only one submission.
4	Can my SA submit my documents for SACE in CD via courier service because the files are too large to be sent via email?	Submissions are to be made by email only. If you wish to submit by other modes, please write to us with reasons.
5	Can PLRD cater cloud "dropbox" for SAs to submit their documents for SACE?	For now, submissions are to be made by email only.

C) SACE PLRD Core Competency Evaluation Checklist

S/N	Question	Answer(s)
General		
1	Will the competencies and components change every year?	<p>The competencies may be reviewed for relevance over time. But generally, they will not change every year.</p> <p>If there is any change to the competencies, we will inform the industry and give sufficient time for SAs to prepare for changes.</p>
2	Why is there a need to assess an SA's competencies?	The competencies are designed to be outcome-driven, and outcome based, to produce the desired security outcomes. They are independent of the clients' satisfaction with the SAs' services.
3	Will SAs be given advance notice for deployment sites assessments and how long?	Yes, we will give 5 working days' notice to the SAs on the selected deployment sites.
4	What is the number of security officers and deployment sites required for SACE?	As stated in Page 1 of the PLRD Final Core Competency Assessment Checklist, the number of security officers and deployment sites will be based on PLRD's records, as of the date of the SACE Notification Letter to the SA. If there is a discrepancy between PLRD's records and the SA's records during the assessment, please state the reasons to PLRD for consideration.
5	What will happen if the Security Officer is nervous and was not able to explain their answer, causing the SA to fail SACE?	We advise SAs to prepare their SOs well, for the evaluation. Should there be any exceptional circumstances causing a failure, the SAs may still make a representation to PLRD, before the results are finalised.
6	How will SACE be conducted for Security Aviation Officers as their primary job function is to conduct pre-board screening or x-ray screening or manual bag search?	Security Aviation Officers would be assessed based on their job functions. The Assessment Checklist includes evaluation points for Security Aviation Officers where applicable.
C.1: Pre-deployment Training		
7	For C.1, is On the Job Training (OJT) considered Pre-deployment Training?	If the OJT fulfils the evaluation requirements as stated in the Assessment Checklist for C.1, we will consider it.
C.2: Continuous Professional Development		

8	For C.2, are SAs required to train 100% of our manpower including full time and part time Security Officers?	The purpose of C.2. is to assess the conduct of continuous training. Thus, C.2. will apply to all SOs who are employed by the agency, full time or part time.
9	For C.2, must the training programme include all the 3 basic functions i.e. one package for each Access Control, Patrol & Surveillance and Incident Management. Or it can be either one or mixture of the 3 functions? E.g. all packages on Access Control function or a mixture of any functions like one on Access Control and another on Patrol / Incident Management.	The training programme must include all 3 basic functions, i.e. Access Control, Patrol & Surveillance and Incident Management.
C.4: Conduct of Exercise (Red-teaming)		
10	For C.4, can SAs get a consultant to conduct the exercises for my SA?	Yes.
11	For C.4, can table-top exercises be considered as Red Teaming Exercises?	The PLRD Final Core Competency Evaluation Checklist requires Red Teaming Exercises to be based on physical deployments and table-top exercises cannot be accepted.
C.5: Business Continuity Plan (BCP)		
12	For C.5, isn't a BCP redundant as my SA has this BCP many years ago?	You may wish to review and update your BCP for the evaluation.
13	For C.5, can SAs who are certified in ISO 22310 Business Continuity Management be excluded from this assessment?	All SAs must be evaluated for C.5. Business Continuity Plans and the ISO certification cannot exempt the SA from the evaluation.
14	For C.5, can an SA develop its own BCP or must it engage an external consultant?	Both are acceptable.
15	For C.5, is it meant for incidents that have occurred or for possible incidents that may occur?	You may write your BCP based on your previous experience with a real-life contingency or based on a contingency you foresee but has not taken place yet.

16	For C.5, if the SA's BCP states that a Business Continuity Operations Centre (BCOC) will be set up in a contingency, is there any technical requirements for the BCOC and must the BCOC be located in the same office/location/building?	As long as the SA meets the requirements in the PLRD Final Core Competency Evaluation Checklist, C.5 Business Continuity Plan, the SA will pass this competency. The SA may decide on the details of its BCOC.
C.6: 24-hour Command Centre or Operations Room		
17	For C.6, can my SA be given an exemption given our small size with not many deployment sites and security officers?	This is a requirement in the evaluation framework. We cannot make an exemption by not evaluating it.
18	For C.6, if the SA is operating through another SA's Command Centre/Ops Room, must the SA deploy the SA's own officer to be physically present at the Command Centre/Ops Room?	As long as your SA meets the required components in this competency, it is not compulsory to deploy your own officer at another command centre/ops room.
19	For C.6, can an SA operate through another SA's Command Centre/Operations Room? Is there any criteria for doing so?	The SA may operate through another Command Centre/Ops Room, as long as the required components of the checklist are met.
20	For C.6, how will SAs be evaluated for the Command Centre/Ops Room? Is there any technical specifications or requirements for the Command Centre/Ops Room?	The SA's Command Centre/Ops Room will be evaluated based on the required components stated in C.6 in the PLRD Final Core Competency Evaluation Checklist.
21	For C.6, is there any stipulated maximum capacity (i.e. maximum number of SAs that can share a Command Centre/Ops Room) and is there any technical requirements for this shared Command Centre/Ops Room?	There is no maximum capacity or specific technical requirement. An SA may operate through another SA's Command Centre/Operations Room as long as the required components stated in C.6 are met.
22	For C.6, what is the manning and competency requirement for the staff in the Command Centre?	There is no evaluation on the manning requirement. SAs would need to ensure that security officers deployed at the Command Centre/Ops Room possess the requisite WSQ qualifications.
23	For C.6, what is required to oversee the Command Centre	As long as the SA's Command Centre/Ops Room meet the required components stated in C.6 in the

	and is a response team required?	PLRD Final Core Competency Evaluation Checklist, the SA will pass the competency.
C.7: Supervision		
24	For C.7, if my SA could not meet the requirement to have 3 consecutive checks due to my supervisors fall sick, will my SA fail SACE?	Please send your representation and we will consider it.
25	For C.7, my SA already using electronic GPS tracking on my SOs, why am I required to send a supervisor to the deployment sites to conduct physical checks?	This is a baseline requirement. For SAs with no GPS capability, the evaluation must fall back on the physical supervisory checks.
C.8: Incident Management		
26	For C.8 on Incident Management, what if the selected deployment site is a restricted site that does not allow external visitors (eg SACE evaluation team)?	If the selected deployment site for assessment does not facilitate our evaluation, please let our assessors know so that they may consider a change of site.

D) SACE MOM Core Competency Evaluation Checklist

S/N	Question	Answer (s)
1	What is the minimum required working hours for SOs working a 5-day work week? Is there any specific work schedule for SAs to adhere to in order to gain more points for the SACE?	The Employment Act (EA) states the maximum of 44 hours of work per week and any work in excess to be payable at a minimum of 1.5x hourly basic rate of pay. There is no specific work schedule for SAs to adhere to as such work schedules are subject to SAs' business needs. However, SAs are to plan work schedules that are in line with the EA requirement.
2	How does MOM evaluate for criteria B. <i>SA has the processes to accurately track hours of work</i> , specifically on the methods of clocking attendance of SOs, such as attendance books, punch cards or attendance clocked by clients?	There will be template for SAs to provide the attendance records of 3 officers and SAs may further supplement with softcopies of the attendance books or punch cards in their submission for evaluation.
3	Is it mandatory to implement alternate 5-day work weeks for SOs?	The Security Tripartite Cluster (STC) made the recommendation in Nov 2017 to implement the alternate 5/6-day work week for SAs to keep the overtime hours of the officers within the 72 hours OT limit under the EA given the OTE removal for the security industry with effect from 1 Jan 2021. In addition, work patterns are subject to SA's business needs, while keeping in compliance with the EA requirements.
4	Reference to MOM criteria B. <i>SA has the processes to accurately track hours of work</i> , is break hours included in the count of 12 hours shift? For example, if the shift is from 0800hr to 2000hr and the officer is entitled to 1-hour break, will it be counted as 11 hours of work?	Reference to the EA, hours of work do not include duration allowed for breaks.

E) SACE Assessors

S/N	Question	Answer (s)
1	Who are the assessors involved in SACE?	PLRD and MOM will deploy assessors who are professionally trained to conduct the SACE evaluation.
2	Is it true that SACE assessors could be ex-Police officers?	The assessors will be contracted via an open tender.
3	Which company will be conducting the SACE assessment?	We have not awarded the tender to any company yet.

F) SACE Results

S/N	Question	Answer (s)
1	How much time prior to licence expiry will SAs be informed of my SACE results?	We will notify SAs of the results, about 2 months before the licence expires.
2	Is there a minimum number of competencies which an SA must pass in order to pass SACE overall?	An SA must pass all core competencies to pass SACE. There is no minimal number of passes. Similarly, if an SA failed one competency, it would fail the entire assessment.
3	What if my SA failed the MOM component but passed all PLRD components?	An SA must pass all components to pass SACE.
4	Does PLRD have a target of number of failures per year?	We do not have such a target.
5	Will PLRD give SAs a report card?	Yes, we will give SAs a SACE report card along with the SACE preliminary results. SAs may appeal against the preliminary results before we finalise them.
6	If my SA fails SACE in some components, can I retake those components until I pass?	If you fail some components, you may send your representation to us for consideration. We will assess the circumstances to see whether there are merits to your representation. There is no "re-test" SAs on the components that were failed.
7	Will SAs be given ample time to appeal if SAs fail SACE?	If SAs submit the documents for assessment on time, we assure you that you will have sufficient time to appeal.
8	What will happen to an SA's business if the SA failed SACE?	SACE will be a licensing criterion from 1 Jan 2022 and passing SACE will determine licence grant

		and renewal. If an SA fails SACE, the SA will not be eligible for a licence or renewal.
9	How will service buyers will be advised about SAs no longer being graded A, B, C or D? Many service buyers are still focused on the SAs' grading.	The new SACE had been announced publicly during 2021's annual Committee of Supply (COS) Debate in Parliament and service buyers would be aware of the change from grades, to pass or fail.
10	How will service buyers distinguish a company that passed only the core competencies and a company that passed both core and elective competencies?	The Elective Competencies will be effective only from 2023 onwards. Service buyers will have access to relevant information to make an informed decision.
11	With the new SACE doing away with the awarding of grades A, B, C & D, how will it impact the procurement from government agencies or clients when they look to procure security services?	MOM is working on a separate process to determine an SA's eligibility for government contracts and will share the details with the security industry in due course.
12	As SACE is the licensing criterion for a SA's licence to be renewed, what can PLRD do ensure all staff and workers in the agency will not lose their jobs if the SA fails SACE and cannot operate?	If the SA fails SACE it will not be eligible for a licence to operate and the SA will have to make its own arrangements for its employees.

G) SACE & Licence Renewal

S/N	Question	Answer(s)
1	Why is SACE tied to licence renewal?	This was a decision taken by all members of the Task Force, as a step towards professionalising the industry.
2	What is the process for licence renewal for an SA whose licence is expiring this year, i.e. 2021?	SACE will be applicable only to SAs whose licences are expiring from 1 Jan 2022 onwards.
3	How did PLRD decide on a 2 year licence grant/renewal? Would PLRD consider a longer licence tenure?	The decision to grant a 2-year licence if an SA passed all the Core and a selected number of Elective Competencies, was made after consulting all members of the Task Force. PLRD adopts a calibrated approach in implementing changes to licence tenure. The 2 year licence tenure would be applicable only from 1 Jan 2023 onwards when the Elective Competencies are implemented.
4	How many electives are SAs required to pass to obtain a 2-year licence?	SAs are required to pass all 9 core competencies and 5 elective competencies with at least 1 from each of the 5 categories - 1) Training, 2) Operational Processes, 3) C3 and 4) Manpower.
5	Can the first year of SACE be taken as a trial whereby regardless of the SACE results, an SA's licence application or renewal would not be affected?	SACE will be effective for licences expiring on or after 1 January 2022 and there is no trial period for SACE.
6	If my agency's licence expires in 2022, may I apply for a 2 year licence?	As the Elective Competencies will be applicable only on 1 January 2023, you may apply for a 2 year licence from 2023 onwards.
7	If an SA has obtained a 2-year licence, would the SA have to complete the core competencies and 5 elective competencies assessment every 2 years thereafter?	It depends on whether the SA wishes to apply for a 1-year or 2-year licence. If an SA decides to undergo an assessment only for core competencies and passes it, it shall be eligible only for a 1-year licence tenure. If it decides on both core and elective competencies and passes it, it shall be eligible for a 2-year licence tenure. It is not compulsory for the SA to continue with the same licence tenure at every renewal.

H) Miscellaneous

S/N	Question	Answer(s)
1	Will there be any assessment or grading this year, i.e. 2021?	The SACE will commence for SAs whose licences are expiring from 1 January 2022 onwards. If the SA's licence expires before 1 January 2022, the SA will be notified in 2021, to prepare for SACE.
2	Participation in SAGE 2020 was on a voluntarily basis. Would PLRD consider allowing participation in SACE to be voluntary?	SACE is now a licensing criterion, thus it is no longer voluntary. The previous SAGE was made voluntary in 2020 as a transition period while SACE was being developed.
3	Will SAs who are newly set up in the first year of operations be exempted from SACE? For example, an SA who just obtained a new SA licence in December 2020.	SACE will be a licensing criterion for agencies whose licences expire on or after 1 January 2022. If an SA's licence was issued in Dec 2020, it will be valid till December 2021 and it need not undergo SACE to renew its licence.
4	Has SACE been tested with any SA?	SACE has not been tested with any agency. The Task Force, in consultation with the industry, has designed an evaluation framework that is attainable and realistic. The Task Force will continue to seek industry feedback to refine and improve SACE after it is implemented.
5	For future review of competency checklist, my SA wish to be part of the committee, is it possible?	For now, the SAs are represented through their respective security associations who are members of the Task Force.
6	Is there any funding available for SAs to tap on for SACE Core Competency Evaluation?	Core Competencies under SACE are baseline requirements that all SAs must pass to be eligible for licence grant and renewal. As such, SAs would need to bear the costs of undergoing SACE.
7	Now there is SACE for SA, will PLRD come out with Security Officer Evaluation?	As of now, there are no plans to come out with an evaluation for security officers.
8	Although SACE is an outcome based framework, many of our buyers are still not adopting outcome based contracts. They are still adopting the wait and see attitude. What's your suggestion?	As demand for security services continue to rise, the increasing manpower required to meet security services demand is not sustainable given the security industry's manpower constraints. As such, stakeholders in the security industry like security associations, unions, and government agencies have been championing Outcome-based Contracting (OBC) as a viable option to address this problem.

		<p>The government has taken the lead on this front and from 1 May 2020, it is a requirement for all government agencies to adopt OBCs. The Centre for Protective Security (CPS) has been engaging and assisting the public and private sectors on adopting OBCs via clinics, seminars and engagements.</p> <p>In addition, service buyers may turn to the OBC guide (https://www.mha.gov.sg/docs/default-source/default-document-library/guide-on-outcome-based-security-contracts.pdf) (developed by MHA in consultation with stakeholders) for more information. This guide provides the principles and templates for service buyers to adopt OBCs at every stage of the tender process.</p> <p>For further enquiries on OBC, you may contact MHA OBC Helpdesk at (MHA Security OBC Helpdesk@mha.gov.sg).</p>
9	Is there a list of consultants approved by PLRD whom SAs may engage to help SAs pass SACE?	PLRD does not have such a list of approved consultants for SACE.

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