PLRD Webinar: Overview of Security Agencies Competency Evaluation (SACE)

7 April 2021

Restricted
Scope

• Background
• SACE Framework
• Overview of Core and Elective Competencies
• SACE as Licensing Criterion
• SACE Implementation Timeline
### Background

**Nov 19**
- Formation of Security Agencies Grading Exercise (SAGE) Taskforce chaired by Dir PLRD
- Review of SAGE

**Oct 20 & Dec 20**
- Industry Consultation on draft SACE checklists

**Mar 21**
- Announcement of SACE at MHA COS Budget Debate 2021
- Upload of final SACE checklist for Core Competencies

#### Taskforce Members

- **Chair**: Director PLRD
- **Composition**: Representatives from
  1. Ministry of Home Affairs (MHA)
  2. Centre of Protective Security (CPS)
  3. Ministry of Manpower (MOM)
  4. Infocomm Media Development Authority (IMDA)
  5. Skills Future Singapore (SSG)
  6. Workforce Singapore (WSG)
  7. Enterprise Singapore (ESG)
  8. Security Association Singapore (SAS)
  9. Association of Certified Security Agencies (ACSA)
  10. Security Systems Association of Singapore (SSAS)
  11. Union of Security Employees (USE)
New SACE Framework

- Overview of Competency Evaluation

- SAs may choose to engage external auditors for niche competency accreditation (e.g. UAV ops, video analytics)

- SAs may choose to undergo evaluation for elective competencies

- SAs must undergo mandatory assessment and meet all core competencies as part of licence grant and renewal
New SACE Framework

Evaluation Process
- Submission of Documents by SAs*
- On-site assessments (main office and deployment sites)

Evaluation Results
- Overall Pass or Fail Result
- No more A, B, C or D grades

Eligibility for SA Licence
- 2-year licence: Pass all core competencies and prescribed number of elective competencies
- 1-year licence: Pass all core competencies

*6 months of records prior to date of SACE Notification Letter or the period as specified in the SACE checklist
New SACE Framework

Functions

Access Control
Patrol & Surveillance
Incident Management

Competencies

Training
Operational Processes
C3
Manpower

Enabler

Technology
Overview of Core Competencies

1. Pre-deployment Training
2. Continuous Professional Development
3. Conduct of Exercise (Routine)
4. Conduct of Exercise (Red-Teaming)
5. Business Continuity Plan (BCP)
6. 24-hour Command Centre or Operations Room
7. Supervision
8. Incident Management
9. Manpower Core (to be covered in MOM’s presentation)
Core Competencies: Training

C.1: Pre-deployment Training

Induction Training Package for Security Officers

- Job functions
- Service Offences

Induction Checklist

- PLRD will select 1 site for evaluation (SAs will be notified 5 working days in advance about the selected site)
- Checklist to include required components

Interview of Security Officer

- Evaluate if induction was carried out properly

Documentation and Deployment Site Assessment
Core Competencies: Training

C.2: Continuous Professional Development

Training Development
• Collation of information from real life incidents
• Twice a year training programme

Training Analysis
• Identify areas of weaknesses for improvements

Training Assessment
• Electronic assessment system for e-tests

Main Office Assessment

Training Delivery
• Classroom or online platform of both
• Attendance records of security officers
C.3: Conduct of Exercise (Routine)

3 Exercise Reports
- Exercise Objectives
- Date, Time & Place
- Participants involved
- Key Observations
- After Action Review

Bomb Threat

Documentation Assessment

Fire Emergency

Suspicious Persons, Vehicles, Activities or Objects
Core Competencies: Training

C.3: Conduct of Exercise (Routine)

- Bomb Threat
- Main Office Assessment
- Suspicious Persons, Vehicles, Activities or Objects
- Fire Emergency

Table Top Exercise
- Selection of 1 out of 3 scenarios
- Table Top Exercise Plan
- Observation of Table Top Exercise to be conducted in 2 hours
C.4: Conduct of Exercise (Red Teaming)

3 Exercise Reports

- Exercise Objectives
- Date, Time & Place
- Participants involved
- Key Observations
- After Action Review
C.5: Business Continuity Plan

Business Continuity Plan (BCP)
- 2 types of contingencies
- How business operations can continue
- Roles and Responsibilities of SA’s staff
- Annual review of BCP

Interview of SA’s staff
- Staff must be able to describe his or her role when BCP is activated

Documentation Assessment
Main Office Assessment
Core Competencies: C3

C.6: 24-hour Command Centre or Ops Room

- Deployment Roster
- List of Deployment Sites
- Contact list of key personnel
- Internet enabled facility
- Ability to communicate (telephone or mobile)
- Records of continuous operations

Main Office Assessment
C.7: Supervision

Supervisory Checks

• 1 supervisory check per month
• 3 consecutive months
• 3 deployment sites (SAs will be notified 5 working days in advance about the selected sites)
C.8: Incident Management

- Adherence to SA’s SOP
- Search for Past Incidents in IMS
- Command Centre and Deployment Site Assessment
- Wireless Comms System
- Physical Exercise on emergency or security threat incident
- Incident Management System (IMS)
- Command Centre’s direction and support

1 deployment site: SAs will be notified 5 working days in advance about the selected site
Overview of Elective Competencies

1. Continuous Professional Development
2. Simulation Training
3. Job Redesign
4. Business Continuity Plan
5. Screening
6. Standard Operating Procedures (SOP)
7. Service Buyer Management Process
8. Supervision
9. Wireless Communications
10. Video Analytics
11. Remote Guarding
12. Technology Enabled Patrol
13. Sustainable Manpower

Final Elective Competencies Checklists to be published in Q42021
SACE as Licensing Criterion

• SACE will be a licensing criterion for applicants applying for or renewing a security agency licence from 1 January 2022

Phase 1
From 1 Jan 2022
• 1-year licence: Passing all 9 core competencies* will be a criterion for licence grant and renewal

Phase 2
From 1 Jan 2023
• 2-year licence: SA which passes all 9 core competencies and 5 elective competencies will be eligible for licence tenure of 2 years

*1st time licence applicants will be assessed based on a subset of core competencies because they are not yet in operation
Eligibility for *2-year licence (from 1 Jan 2023)

- SA must pass all 9 Core Competencies
- SA must pass 5 Elective Competencies, with at least 1 from each category

### Elective Competencies

<table>
<thead>
<tr>
<th>Category</th>
<th>1) Training</th>
<th>2) Operational Processes</th>
<th>3) C3</th>
<th>4) Manpower</th>
</tr>
</thead>
</table>
| Competency | E.1. Continuous Professional Development  
E.4. Business Continuity Plan (BCP)  
E.5. Screening  
E.6. Standard Operating Procedures  
E.9. Wireless Communications  
E.10. Video Analytics  
E.11. Remote guarding  

* In addition to passing the competency assessment for Core and Elective Competencies, the SA will also need to meet the other stipulated licensing criteria for security agencies.
SACE Implementation Timeline

- Evaluation of SAs in batches
- SAs will receive SACE Notification Letter from **1 Aug 21**
- SAs to ensure submission of documents by deadline in SACE Notification Letter and Assessment Checklist

<table>
<thead>
<tr>
<th>Batches</th>
<th>Month Licence Expiring</th>
<th>SACE Notification Letter</th>
<th>Deadline for Document submission</th>
<th>On Site – Assessment</th>
<th>SACE Results &amp; Representations</th>
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<tbody>
<tr>
<td>A1</td>
<td>Jan 22</td>
<td>1 Aug 21</td>
<td>1 Sep 21</td>
<td>2 Sep 21 – 30 Sep 21</td>
<td>Oct 21</td>
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<td>A2</td>
<td>Feb &amp; Mar 22</td>
<td>1 Sep 21</td>
<td>1 Oct 21</td>
<td>2 Oct 21 - 30 Nov 21</td>
<td>Dec 21</td>
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<td>B</td>
<td>Apr 22, May 22, Jun 22</td>
<td>1 Oct 21</td>
<td>1 Nov 21</td>
<td>2 Nov 21 – 31 Jan 22</td>
<td>Feb 22</td>
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<td>Jul 22, Aug 22, Sep 22</td>
<td>1 Jan 22</td>
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<td>2 Feb 22 – 30 Apr 22</td>
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<td>Aug 22</td>
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Batch A1: SACE Implementation Timeline
Licences Expiring in Jan 2022

COS 2021 Announcement, Publication of SACE Checklist

- SACE Notification Letter to SAs
- Scheduling on site assessment
- On site assessment
- SACE Results Letter
- Month of SA’s licence expiry

- SA submits documents
- SA submits additional documents before on-site assessment
Batch A2: SACE Implementation Timeline
Licences Expiring in Feb & Mar 2022

COS 2021 Announcement, Publication of SACE Checklist

- SACE Notification Letter to SAs
- Scheduling on site assessment
- On site assessment
- SACE Results Letter
- Month of SA’s licence expiry

• SA submits additional documents before on-site assessment

Jan 21
Mar 21

1 Sep 21
1 Oct 21
30 Nov 21
Dec 21

Feb 22
Mar 22

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**Batch B: SACE Implementation Timeline**

Licences Expiring in Apr, May & Jun 2022

- **Jan 21**
  - COS 2021 Announcement, Publication of SACE Checklist

- **Mar 21**
  - SACE Notification Letter to SAs

- **1 Oct 21**
  - Scheduling on site assessment

- **1 Nov 21**
  - On site assessment

- **31 Jan 22**
  - SA submits additional documents before on-site assessment

- **Feb 22**
  - SACE Results Letter

- **Apr 22**
  - SACE Notification Letter to SAs

- **May 22**

- **Jun 22**
  - Month of SA’s licence expiry