

**POLICE LICENSING & REGULATORY DEPARTMENT  
SECURITY AGENCIES COMPETENCY EVALUATION (SACE) WEBINAR  
(22 MARCH 2022)**

**CONSOLIDATED FREQUENTLY ASKED QUESTIONS (FAQs)**

**A) Elective Eligibility**

<b>S/N</b>	<b>Question</b>	<b>Answer (s)</b>
1.	Will the SACE Elective Competencies affect our SA licence?	The Elective Competencies will not affect your SA licence tenure. When your licence expires, passing the 9 Core Competencies evaluation is a mandatory criterion, for licence renewal. In addition, if you opt to undergo the Elective assessment, and you pass a minimum of 5 Elective Competencies, you will be eligible for a 2 year licence tenure. Please note that passing the competencies alone will <u>not</u> guarantee a licence grant. You must also fulfil the other relevant licensing criteria, which can be found on the PLRD's website at <a href="https://www.police.gov.sg/e-Services/Police-Licences/Security-Agency-Licence">https://www.police.gov.sg/e-Services/Police-Licences/Security-Agency-Licence</a> .
2.	How many Electives are there? Are SAs allowed to attempt all the Electives for evaluation?	There are a total of 13 Electives, and SAs cannot attempt all Electives.  An SA may opt to be assessed for a minimum of 5 elective competencies (with at least 1 competency from each of the four categories) up to a maximum of 9 elective competencies.
3.	What are the four categories in Electives?	The four categories are (1)Training, (2)Operational Processes, (3)Command Control & Communication and (4)Manpower.
4.	Can my SA opt out from one of the 4 categories and opt for an additional elective in the remaining 3 categories, to make up the minimum of 5 electives?	It is mandatory for SAs to choose at least 1 Elective from each of the 4 elective categories, with the 5 <sup>th</sup> Elective from any of the categories.
5.	What is the assessment period for Elective Competencies?	Similar to the Core Competencies, SAs will be evaluated in batches depending on when the SA's licence will expire. The Elective Competencies will be implemented from 1 January 2023 onwards. SAs will be notified about six months before the licence expires. In the Notification Letter, SA will need to indicate whether it wants to be assessed only for Core Competencies, or for both Core and Electives.
6.	Is it mandatory to be evaluated for Elective Competencies?	No, the Electives are not mandatory. Only the Core Competencies are mandatory for licence grant or renewal, as a licensing criterion.
7.	As a first time applicant for a security agency licence, can I opt to be evaluated for both Core and Elective Competencies?	First time applicants will be evaluated only for 3 Core Competencies namely C1 (Pre-Deployment Training), C2 (Continuous Professional Development) and C5 (Business Continuity Plan). SACE Electives are applicable only to SAs which have obtained a licence at the time they are notified of SACE.

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8.	My SA currently does not have any deployment sites but still wishes to be evaluated for Electives during the licence renewal period. Can PLRD make an exception to do so?	SAs with no deployment sites will not be allowed to be assessed for Elective Competencies.
9.	How did PLRD decide on a 2 year licence grant/renewal? Would PLRD consider a longer licence tenure beyond 2 years?	The decision to grant a 2-year licence if an SA passed all the Core Competencies and at least 5 Electives, was made after consulting stakeholders namely, the security association representatives, Union of Security Employees, government agencies and ministries. We will consider a longer licence tenure when we conduct a post-implementation review of the Electives at a later stage.
10.	If my SA fails an Elective in some components, can I retake those components until I pass?	The assessment framework does not provide for re-takes. If you fail some components in an Elective but are of the view that there were exceptional circumstances that caused the failure, please write to us with your justifications for our consideration.
11.	What if my SA had failed the MOM category but passed all the 3 PLRD categories?	An SA must pass all 4 categories, including the competency under MOM's category to pass SACE Electives. Passing the 3 PLRD categories will not be sufficient for a "pass".
12.	How much is the licence fee for a 2 year SA licence tenure?	The licence fee for a 2 year licence is \$400.00, which is the same as the fee for a one year licence.
13.	If I decide to participate in a particular Elective Competencies and thereafter change my mind, what will be the results reflected for the selected competency?	SAs will be marked as "Failed" for the elective competency in which they opted for but thereafter changed their minds. As such, SAs will need to decide carefully before deciding to undergo assessment for a particular competency.

**B) SACE Submission Process**

S/N	Question	Answer (s)
14.	What are the documents required for SACE Electives submission and what is the deadline for submission?	<p>The detailed requirements for Elective Competency Submission can be found in the SACE Notification Letter. If an SA decides to opt for Elective Assessment, the SA must submit a Participation Form along with required documents for the selected Elective Competencies within 2 weeks of the letter.</p> <p>Thereafter, SAs are to submit the required documents for the selected SACE Electives and Core Competencies by one month of the SACE Notification Letter.</p> <p>The list of documents required for SACE Electives submission can be found in the SACE Final Elective Competency Evaluation Checklist uploaded on PLRD's website.</p>
15.	Can my SA change its mind after submitting our choice of Elective Competencies to be assessed?	An SA's decision in the Participation Form will be taken as final. Thus, SAs are advised to consider carefully whether it is confident of undergoing the Electives and if so, which Elective it wishes to opt for. If after opting for

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		an Elective, the SA decides not to be assessed for it, the SA would be marked as having failed that particular Elective.
16.	What happens if my SA unintentionally missed the deadline to submit my documents for SACE?	We advise that SAs adhere to the deadlines, so that there will be no delay to the evaluation.
17.	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 and we will consider these requests on a case by case basis.

**C) Assessment Checklist**

<b>S/N</b>	<b>Question</b>	<b>Answer (s)</b>
18.	<b><u>Deployment Figures</u></b> How does PLRD decide on the number of SOs and deployment sites for assessment in Elective Competencies?	As stated in SACE Checklist Elective Competencies, the deployment figures will be based on PLRD's records as of the date of the SACE Notification Letter.
19.	<b><u>Deployment Figures</u></b> What if the deployment figures stated in the SACE Notification Letter differ from my SA's records?	If you discover a discrepancy in the figures, please inform PLRD.
20.	<b><u>E.1 : Continuous Professional Development</u></b> Can my SA use office software Microsoft Word document to track the development training of my security officers?	Yes. SAs may use digital spreadsheet or software to track the development training of security officers for progression under the Security Progressive Wage Model (PWM).
21.	<b><u>E.2 : Simulation Training</u></b> If my SA uses a VR headset that is not inside the list of examples stated in the Checklist, can it be accepted for assessment?	An SA may use any one of the simulation trainings, namely virtual reality (VR), augmented reality (AR) and mixed reality (MR) to train its security officers. If your VR headset meets these requirements, it will be considered for assessment.
22.	<b><u>E.2 : Simulation Training</u></b> For E.2: Simulation Training, can the training be outsourced to a training provider and whether PLRD must approve the training materials?	SA may decide to outsource the training to a training provider as long as the required components of the competency are met. There is no need for PLRD to approve the training materials.
23.	<b><u>E3: Job Redesign</u></b> My SA was previously awarded Productivity Solutions Grant for adopting pre-approved Digital Solution. Can I submit the documentation to pass the assessment under this Elective?	The Productivity Solutions Grant is separate from the SACE assessment. To pass this competency, the SA must submit a write-up of no more than 1000 words on one of the job functions or work processes that had been redesigned. The write-up must include the components as stipulated in the Elective checklist.

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24.	<p><b><u>E.3: Job Redesign</u></b>          For "E.3: Job Redesign", can an SA submit redesign projects that were previously submitted in SAGE?</p>	<p>As long as the job redesign was implemented any time within two years prior to the date of the SACE Notification Letter under E.3, it may be considered for assessment.</p>
25.	<p><b><u>E.4 : Business Continuity Plan</u></b>          Can I submit BCPs for contingencies other than the 4 stated in the Elective checklist?</p>	<p>The SA must submit a BCP only for the types of contingencies listed in the checklist as follows:</p> <ul style="list-style-type: none"> <li>i. Major disaster (eg island-wide floods, building collapse)</li> <li>ii. IT related incidents (eg cyber attacks)</li> <li>iii. Terror-related incident (eg bomb attack, vehicle attack)</li> <li>iv. Diseases outbreak (eg pandemic)</li> </ul>
26.	<p><b><u>E.4 : Business Continuity Plan</u></b>          Can I submit the same BCP for both Core and Elective Competencies?</p>	<p>SAs may do so, as long as the BCP submitted fulfils the requirements stated in the Core and Elective Competencies for BCP.</p>
27.	<p><b><u>E.4 : Business Continuity Plan</u></b>          For "E.4: Business Continuity Plan", can the SA appoint external consultants to be the facilitators for the Table Top Exercise?</p>	<p>To ensure that the assessment is conducted with integrity, our SACE assessor will require the Security Consultant to excuse himself/herself when the assessment is in progress. Thus, the consultant will not be allowed to be present during the actual Table Top Exercise.</p>
28.	<p><b><u>E.5 : Security Checks</u></b>          For "E.5: Security Checks", if the submitted list only reflects the name of certification organisation instead of the Training Provider and Date of Training, can it be accepted for assessment?</p>	<p>An SA must submit details of the training provider and date of training to be assessed for this competency. Our assessors will assess on a case by case basis, if these details are not available for assessment.</p>
29.	<p><b><u>E.5 : Security Checks</u></b>          For "E5: Security Checks", can assessment be conducted at a mock-up site without interaction with any residents instead of an actual deployment site?</p>	<p>If the SA has no deployment site that requires such screening, the SA may do a mock-up deployment site for the purpose of the assessment and inform assessors on the address of the mock-up deployment site.</p>
30.	<p><b><u>E.6 : Standard Operating Procedures (SOPs)</u></b>          My SA's SOPs are stored onboard my client's cloud server at site, will it be accepted for assessment?</p>	<p>As long as the SA's own SOPs are stored in a centralised digital platform and are accessible by its security officers anytime, from anywhere, by using a mobile device, it may be considered for assessment.</p>
31.	<p><b><u>E.9 : Wireless Communications</u></b>          For E.9 Wireless Communications, IDEN is quoted as an example. We checked with the supplier GRID Communications who informed that they are replacing their IDEN system with a new system call GRID Talk which uses the LTE 4G network. Can you clarify this new GRID Talk system can satisfy the E9 requirement ?</p>	<p>The requirement for "E9: Wireless Communication" requires the communication system to not depend on a telephone company's 3G/4G/5G network. As long as the system meets this requirement, it can be considered for assessment.</p>

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32.	<b><u>E.10 : Video Analytics</u></b> For "E.10: Video Analytics", is there a minimum number of deployment sites required for this elective?	There is no minimum number of sites for assessment in E.10: Video Analytics.
33.	Can I engage a security consultant to assist with the assessment process?	To ensure that the assessment is conducted with integrity, we will require the Security Consultant to excuse himself/herself when the <u>assessment is in progress</u> . The only exception to this would be for "E.2: Simulation Training"

**D) SACE Results**

S/N	Question	Answer (s)
34.	Will PLRD give SAs a report card on the number of Electives passed?	Yes, we will give SAs a SACE report card with the number of Electives passed.
35.	If an SA attempted all 9 Electives and passed all 9, would this be published on PLRD's website?	The SA's results will be reflected in the report card as either "Pass" or "Fail". The same result will be reflected on PLRD's website and the website will state the <u>number</u> of Electives, as well as the <u>specific</u> Electives, attempted by the SA.
36.	Would the results of all Elective Competencies attempted, including those that the SA had failed be reflected in the SACE results?	Yes, the SACE results of all Elective Competencies attempted by the SA will be reflected in the report card as either "Pass" or "Fail".
37.	What will happen if my SA has passed the Core Competencies but failed the Elective Competencies?	Such an SA would be eligible for only a one-year licence, and the results of the Elective Competencies will be reflected in PLRD's website.
38.	What will happen if my SA failed Core Competencies but passed the Elective Competencies?	An SA which has failed any one of the Core Competencies will not be eligible for a renewal of licence, even if it passed the Electives.
39.	If an SA had failed one category out of the 4 categories, will it be considered to have obtained an overall "Fail", i.e. the SA will not be eligible for 2 year SA licence?	Yes. If an SA passed only 3 out of 4 categories, it would be deemed to have failed the assessment.
40.	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?	If an SA has obtained a 2-year licence in Year 1, the licence would be valid for 2 years. The SA will need to undergo SACE about 6 months prior the licence expiry in Year 3. The SA must then indicate whether it intends to undergo an assessment only for Core Competencies or both Core and Electives.
41.	How can I inform my clients on my SACE Elective Competencies Results?	A SACE Report Card will be sent to all SAs with the results of SACE. The SAs' results for both Core and Elective Competencies will also be published on PLRD's website.

**E) Manpower**

42.	There is a concern that SAs may not be able to meet the MOM competency on sustainable manpower given the manpower crunch in the industry due to COVID-19. Will MOM review this competency?	COVID-19 has resulted in manpower challenges for companies in different industries and SAs could be facing similar issues as well.  Unlike core competency, the elective competency is not mandatory. SAs are advised to consider carefully whether they are confident of undergoing the elective competency and if so, which electives they should opt for. In the long run, SAs should work towards reducing reliance on manpower with the use of technology and by introducing innovative practices.
43.	For the Manpower elective, it is stated in the document that the SA must have at least 3 progressive employment practices. Must the minimum 3 requirements be from the reward / retention and employment practices category?	An SA may have a combination of any 3 from the examples provided in the checklist, regardless of the category.
44.	For the Manpower elective competency, is it expected that the selected 3 progressive employment practices be applicable to all officers or are SAs given the flexibility to apply the progressive employment practices on a certain percentage of the total number of officers?	The selected progressive employment practices have to be applicable to all security officers.
45.	Will MOM accept other types of progressive practices that are not specified in the checklist?	It is subjected to MOM's assessment of whether it is significant enough to be considered as a progressive employment practice / on case-by-case basis. SAs may submit all relevant supporting documents to justify.

**E) Others**

<b>S/N</b>	<b>Question</b>	<b>Answer (s)</b>
46.	Will PLRD consider assigning grades A, B, C, or D for Electives?	The SACE framework has moved away from a grading system. Similar to the Core Competencies, the result for Electives will be either Pass or Fail.
47.	Is there any funding available for SAs to tap on for SACE Electives Competency Evaluation?	SAs may enquire with relevant agencies directly or seek the associations' assistance, to see if there are government grants to apply for, to help fund capabilities under SACE Electives.
48.	Will PLRD and MOM be changing the Core and Elective Competencies in the near future? We do not want agencies to be "shifting the goalpost" especially after SAs have invested heavily in technology.	While we may review the competencies for relevance and effectiveness, please be assured that we will not change them without first consulting the industry. We will notify the industry early if there are significant changes, so that the industry may be given sufficient time to make adjustments.

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49.	What if we find that different assessors apply different standards and some SAs may have been unfairly assessed?	You may write to PLRD with details of the assessment, eg, date, time, location, name of assessor and evidence showing why the assessment had been unfair. We wish to assure you that our assessors are trained to conduct their assessment fairly and professionally. They are also guided by SOPs, and by the same guiding principles when they conduct their assessment.
50.	Is there a maximum number of competencies that SA's can subcontract to service providers, eg BCP, Training etc	For SACE Electives, an SA may to decide how many competencies they wish to engage a service provider to assist them in.
51.	How can smaller SAs achieve Elective Competencies given they are more complex and could require considerable investment?	<p>SAs must undergo and pass SACE Core Competencies in order to be eligible for a 1-year licence. Participation in Elective Competencies in order to be eligible for a 2-year licence is not compulsory.</p> <p>SAs can decide whether a not to participate in Elective Competencies Assessment.</p>

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