

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 10. General Management  
(Key Function – 10.4 Property Management)

Title	Carry out the maintenance of office equipment
Code	109570L3
Range	Performing office equipment maintenance tasks to ensure equipment, furniture, fixtures and physical assets of the bank are in good shape and usable conditions and arrange for repair and replacement when necessary. This applies to the maintenance of all premises, physical and tangible assets including tools and equipment of the bank.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate understanding of the responsibility of office equipment maintenance by inspecting and checking the functionality of the equipment, furniture and fixtures on a regular basis according to the specifications / checklists provided by the bank;</li> <li>• Demonstrate understanding of job accountability in serving service user departments by conducting inspection on equipment, furniture and fixtures to ensure they are in satisfactory operating condition when receiving complaints or reports from them.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Carry out simple repair work for equipment, furniture and fixtures according to instructions when necessary;</li> <li>• Identify situation when vendors' support should be called upon and make arrangements for repair when necessary;</li> <li>• Make judgment about whether the equipment can be repaired and evaluate the cost effectiveness of repair / purchase before recommending action;</li> <li>• Notify purchasing officer / department to replace non repairable office equipment, furniture and fixtures when necessary.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Provide proactive and customised maintenance services to create deliver value for client work units;</li> <li>• Demonstrate full consideration of all aspects of benefits and costs when proposing options on office equipment, furniture and fixtures repair or replacement.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Arrangement of repair or replacement for equipment, furniture and fixtures at suitable time and act according to the stated guidelines / instructions of the bank;</li> <li>• Decision on the follow-up actions (e.g. repair, purchase) after judging the conditions of the equipment, furniture and fixtures, etc.</li> </ul>
Remark	