

Property Management Industry

Specification of Competency Standards

Second Version

December 2021

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Summary of Report

The Industry Training Advisory Committees for Property Management Industry was established by the Educational Bureau in October 2004 to promote the Qualifications Framework within Property Management Industry. The Specification of Competency Standards of the Property Management Industry has been launched for more than a decade since November 2007. During the decade, the services' level of property management industry has been improved continuously. No matter in the area of law, technology, facilities and environment, human resources and even customer expectations and requirements, all are developed towards the direction of diversity and specification. In addition, the implementation of Property Management Services Ordinances in August 2020 caused the Industry Training Advisory Committees should make corresponding amendments to the Specification of Competency Standards of the Property Management Industry and the related Vocational Qualifications Pathway, positions and job descriptions to meet the current development of the industry. It provides a clear guidance for human resources and training development in the industry to meet the needs of the market

The review and amendments are conducted in five phases, including a study and making reference to market information, relevant legislation and documents, focus group discussions, consultations, survey by questionnaires and telephone interviews, etc. to gather the views. Then a final industry consultation was held in order to develop the final version. The results of the review and revision are summarized as follows:

1. Functional Area - maintain seven functional areas, the name of which is slightly revised by referencing to Property Management Services (Levy) Regulation;
2. Main Item - in order to tie in with market development and practical work, some new main items are required; some existing main items need to be integrated or revised; some items are broken down into more than one group by category; therefore, a total number of 36 main items are set together with original, revised and new main items;
3. Vocational Qualifications Pathway – this review covers the result of the pilot scheme launched in 2016, it reviews the eight service areas; the " Facility Management Relating to a Property" was added; since the "Car Park" service is often overlapping with "Property Services" and "Security relating to a Property", the "Car Park" service area has been removed; the Vocational Qualifications Pathway maintains 8 service areas with a total of 37 positions;
4. Job descriptions and competency requirements - this is a review to collate the qualification levels and key job description of all 37 positions, the competency requirements and total number of credits are listed for industry's reference;
5. Job titles and corresponding job titles in the market - this is a revision of the Vocational Qualifications Pathway of Property Management Industry; the general corresponding job titles in the market are presented in a table for reference by the organisations;
6. Unit of Competency - the major areas of review and revision of Unit of Competency are as follows:

- Add new Unit of Competency basing on the new job duties, there are a total of 37 new Unit of Competency, and 8 new Main Item;
- Consolidate or split-up the Unit of Competency as needed, there are two main items splitting into two sets of Unit of Competency respectively, 9 Unit of Competency are added under this circumstance;
- Add a total of 13 Unit of Competency to the original main items as needed;
- Modify the credits of United of Competency, the credits are changed to 1, 2, 3, 6;
- This revision refers to the Specification of Competency Standards in other industries and will refer to some common terms; as for some of the relevant Unit of Competency, this revision also adopts the applicable Unit of Competency in the Security Services or Arboriculture and Horticulture industries for reference;
- The revised performance requirements of competency will be presented in two parts, with the first requiring a recognition of knowledge or skills, and the second requiring the ability to execute, that means the one can apply the knowledge and are competent to carry out the practical work;
- In terms of assessment guidelines, the first is to assess the recognition of knowledge and skills, while the remaining is to assess the ability to apply the knowledge and carry out its work;
- The Unit of Competency are revised with adding a total of 59 Unit of Competency, together with the deletion and revision of the original Unit of Competency; thus, there are a total of 194 Unit of

Competency in 36 main items under 7 functional areas of Property Management Industry.

The review and revision work covers the latest industry development, needs and competency requirements. In response to the latest legislative updates and amendments, it seeks to provide a more detailed guidelines to industry and training institutions in planning of human resources and training courses. It incorporates the competencies and information of other industries; this increases the value of mutual reference and continuously enhances the talent development of the property management industry.

Chapter 1

The Result and Illustration of Review and Revision of the Specification of Competency Standards of the Property Management Industry

Foreword

The Industry Training Advisory Committees for Property Management Industry was established by the Educational Bureau in October 2004 to promote the Qualifications Framework within Property Management Industry. The Specification of Competency Standards of the Property Management Industry has been launched for more than a decade since November 2007. During the decade, the services' level of property management industry has been improved continuously. No matter in the area of law, technology, facilities and environment, human resources and even customer expectations and requirements, all are developed towards the direction of diversity and specification. In addition, the implementation of Property Management Services Ordinances in August 2020 caused the Industry Training Advisory Committees should make corresponding amendments to the Specification of Competency Standards of the Property Management Industry and the related Vocational Qualifications Pathway, positions and job descriptions to meet the current development of the industry. It provides a clear guidance for human resources and training development in the industry to meet the needs of the market

A. Background and Development of the Industry

Since the 1960s, a large number of multi-storey buildings have been completed in Hong Kong, large residential estates have been built by government and private developers. With economic development and social progress, different types of commercial buildings, shopping malls, consumer and leisure spaces, public spaces, government and community facilities have accelerated the development of the

property management industry. Since the Government amended the Multi-Storey Buildings (Owners Incorporation) Ordinance in 1993 to Building Management Ordinance, the Home Affairs Bureau (formerly known as Home Affairs Department) has vigorously promoted the management of private buildings, increased public concern and participation in property management services, and greatly raised public expectations of property management services. Property Management Industry must move towards a more professional direction to upgrade the quality of its services.

A study on the relationship between property management and housing livability was conducted by the Hong Kong Institute of Housing and the University of Hong Kong in 2018. The quality of services of housing management, including technical management, financial management, social management and tenure management, will reflect the liveability of housing, including quality of dwelling, quality of physical environment and quality of social environment. As a property manager, they are very important in improving the physical environment and social environment of the housing estate. They must possess the following professional knowledge or skills:

- Legal knowledge and legal tools;
- knowledge of finance, audit and asset management, maintenance and building services engineering which can effectively communicate, arrange and solve problems in the operation of housing estates and coordination with professionals in the relevant areas;
- communication and mediation skills to resolve neighbour disputes, to impart technical information or justifications of meeting resolutions to owners, etc.;
- the ability and skills to build community relationships in order to improve the social environment and build harmonious community relations.

In addition to understanding the knowledge and skills required by property management professionals, the following will analyse the development of the property management industry over the past 10 years in terms of legislation, building design and technology applications, sustainability concepts and client expectations.

1. Legislation

With the improvement of economic development and living standards, the public has new expectations for building safety, environmental protection, energy conservation. As a result, the public has expected more on the professional standard of property management services. The Government and professional bodies wish to improve the living and working environment of the public too. Therefore, a large number of legislations have been passed or amended in the past 10 years in order to enhance the quality of building safety and management.

Among them, the Chapter 344 Buildings Management Ordinance has been amended several times; such as the Building Management (Third Party Risk Insurance) Regulations, which came into force in 2011. The Property Management Services Ordinance Chapter 626, which established the licensing system for property management companies and practitioners, was passed in 2016; the subsidiary legislations proposed by Property Management Services Authority include seven types of property management services, including:

- General management services relating to a property
- Management of the environment of a property
- Repair, maintenance and improvement of a property
- Finance and asset management relating to a property
- Facility management relating to a property
- Human resources management relating to personnel involved in the management of a property
- Legal services relating to the management of a property

These seven types of property management services work in conjunction with Specification of Competency Standards of Property Management Services and related Vocational Qualification Pathway to enhance the professional status of management companies and practitioners.

With the exception of the law directly related to property management industry, there are many laws that are relevant to the execution of property management services.

In relation to the management of the environment of a property, for example, the Waste Disposal (Urban Solid Waste Charges) Ordinance, which will be implemented in 2020. The property management industry should administer the arrangements for the promotion of waste reduction and charging of waste in line with the legislative requirements.

For Repair, maintenance and improvement of a property, and facility management, there have been more legislative amendments in recent years

to improve building safety and quality of maintenance. For example, the small-scale works supervision system implemented under Chapter 123N Buildings (Small Works) Regulations in December 2010, and the Buildings (Inspection and Repair) Regulations Chapter 123P which came into full effect in June 2012 regulated the mandatory building inspection and window inspection scheme; the Lifts and Escalators Ordinance Chapter 618 was enacted in July 2012, which replaced Chapter 327 Lifts and Escalators (Safety) Ordinance; the Building Energy Efficiency Ordinance Chapter 610, which came into effect in September 2012. All these and other relevant legislations further enhance the safety and efficiency of buildings, property management sector must plan and work in response to the changing legislations.

In the area of human resources management, the most important change was the statutory minimum wage, which came into effect on 1 May 2011. It has the greatest impact on front-line security guards, customer service assistants and cleaning staff under Chapter 608 Minimum Wage Ordinance. Property management companies and their officers must make appropriate arrangements for the deployment of human resources and financial management. Specification of Competency Standards must cover the relevant performance requirements to meet the market needs.

For owners and customers service, the Personal Data (Privacy) Ordinance Chapter 486 which came into force in December 1996 and amended in 2012. the Office of the Privacy Commissioner for Personal Data issued the Guidance on Property Management Practices (revised in Aug 2016), Code of Practice on the Identity Card Number and other Personal Identifiers (April 2016), etc. There are more stringent requirements for the protection of customers' data

and privacy, property management practitioners must understand the latest legal requirements and practical guidelines in order to provide professional management services effectively.

2. Building Design and Technology Application

With the improvement of people's living standards, the development of building technology and information technology, the design of buildings today not only takes into account the efficient use of space, but also considers the idea of interaction with people and sustainable development. Nowadays, private residential estates (regardless of size) will have clubhouse facilities and gardens and greenery; building was designed to use environmentally friendly materials, as far as possible, in order to reduce carbon footprints. Building facilities operate in conjunction with the building automated management system to enhance efficiency and security standard, such as the use of building information modeling to store building design and data, to monitor the operation of facility systems, to monitor data for assessment of the conditions, to develop maintenance and repair plans, to have financial planning and supervision, to generate maintenance inspection reports and follow-up, etc., thus to improve the usage, efficiency and life cycle of the facilities.

In addition, the application of security systems, procurement and payment systems, customer relationship management systems, smart homes, telecommunications and communication software or applications have greatly changed the management model of property management in the past. No

matter in general management services, environmental management, building maintenance improvement, facilities management, human resources management, occupational safety management, etc., the Specification of Competency Standards must include the latest and suitable competency which meets the needs of modern technology.

3. Sustainable Development Concepts

The growing awareness of the public on environmental protection and sustainable development places higher demands on reducing waste, reducing carbon emissions, increasing green space and improving air quality. In order to ensure the sustainable development of buildings and communities, property management industry can drive positive action by the public and the community. So, practitioners must have the relevant knowledge and capacity to act as promoters of sustainable development.

The increasing concerns of tree conservation, the expectation of green space and improved air quality in recent years have necessitated the industry to strengthen its expertise in tree and landscape management, horticultural design and conservation.

4. Customer Expectations

Customers' expectations of professional property management services are escalating, for example, the attitude, efficiency, expertise and knowledge, communication skills, language skills, etc. In an era of information and social

media, customers pay more attention to protection of privacy, so the practitioners must have a full understanding of management on customers and information, facilities, legislation, environment, finance and building maintenance. Practitioners must improve the skills of customer services to understand the needs of customers in an empathic manner, so as to win both for the customers and property management companies.

5. Professionalism of the Industry

Improvements in socio-economic and living standards, as well as the upgrading of the educational and intellectual standards of the public, the people of Hong Kong have raised expectations on the quality and professional standards of property management services. The Property Management Services Authority has been set up with a series of regulatory systems aimed at upgrading the professional standards of the industry. To achieve for the professionalism, the contribution of the following factors and organisations are required:¹

- Education institutions and property management companies provide professional training courses to enhance the level of knowledge of practitioners and increase the number of professionals;
- government legislation to establish the professional status of property management services, and to regulate the level of professional standard;
- professional bodies to develop the professional codes of practice to

¹Ho, Wai-man and Won, Yat-lung (2018). "The key to the development of professional property management": Hong Kong People's Livelihood Development : History and Geopolitics and Economics . . . Forum . Hong Kong : Zhuhai College March 24, 2018

- upgrade their professional standards; and to provide professional insights to the government and the public to enhance public recognition of property management professions;
- practitioners adhere to professional practices, conducts and ethics, to keep abreast of the times, constantly add self-value, to enhance professional knowledge and service level, to maintain professionalism, to provide professional advice and services to customers;
 - owners/residents should respect the professional opinions of property management companies and practitioners, take into account the common interests of all owners/residents, do not focus on self-interest only, and should comply with house rules and regulations;
 - the public needs to recognize that property management is a professional service, that buildings need to be managed by the professionals, and that they should advise on the development of the industry and their expectations on the practitioners.

B. Founding of Property Management Services Authority and the Licensing Criteria

Property Management Services Authority was founded in December 2016 under Property Management Services Ordinance Chapter 626. It regulates companies and practitioners providing property management services through the licensing system. It promotes the professionalism and quality of property management industry too. The licensing requirement was officially implemented on 1 August 2020.

Schedule I of Property Management Services Ordinance provides that there are seven categories of property management services as listed below. Any business entities providing more than one category of services are required to hold a property management company licence.²



The services of these seven categories are explained below:

1. **General management services relating to a property**

General management services relating to a property provided to the owners, tenants, residents, users or visitors under the Deed of Mutual Covenant (except for property management services in categories 2 to 7). This includes assisting owners' committees, management committees of the incorporated owners and the owners in conducting meetings, submitting work reports, handling and following up enquiries and complaints, etc.

2. **Management of the environment of a property**

²Property Management Services Authority website – Criteria for Holding a Licence [Online] available from: <https://www.pmsa.org.hk/en/licensing-regime/property-management-practitioner-licence/criteria/>

Cleaning, hygiene, landscaping or safety services in the property environment. That includes waste, plant and silt removal, disposal arrangements, mosquito and pest control, plant pruning, care and replacement, security services, etc.

3. Repair, maintenance and improvement of a property

Repair, replacement, maintenance or improvement of properties (including structural and building services equipment). For example, the repair, replacement and maintenance of the ventilation, water supply and drainage, air conditioning, lift, electricity installations, and fire-fighting equipment; the maintenance of the structural safety of buildings and retaining walls, etc.

4. Finance and asset management relating to a property

They are property-related budgeting, financial management, account management or asset management services. These include the preparation of management accounts, such as building income and expenditure statement, balance sheet, budget, auditor report and calculation of the amount required to undertake service contracts, income and expenditure of special fund account, etc.

5. Facility management relating to a property

The services are ancillary facilities services for the management of the property (except for property management services in category 3). This

includes the management of ancillary facilities such as clubhouses, car parks, sewage treatment plant and major power generation equipment.

6. Human resources management relating to personnel involved in the management of a property

The services are human resources management services relating to personnel employed by owners or owners' organisations involved in the provision of property management services. This includes staffing and deployment, employee recruitment and dismissal, and arrangement of employee insurance, etc.

7. Legal services relating to the management of a property

Legal services, generally referred to the provision of legal information and advice on property management services in categories 1 to 6 (except for services provided by a lawyer or barrister in the course of their practice, or by any person employed by them to facilitate the process). For example, the preparation of relevant documents for adjudication hearing and attendance at hearing, etc.

Under the licensing criteria of company and practitioner licenses governed by the Authority,³ business entities providing more than one category of property management services are required to hold a company licence, and the company must have a licensed property management practitioner (Level1) who has actual control over the property management services provided by the company. The

³ Criteria for Holding a Licence, website of Property Management Services Authority [Online] available from: <https://www.pmsa.org.hk/en/licensing-regime/property-management-practitioner-licence/criteria/>

company must employ a full-time licensed property management practitioner in terms of the number of property unit sat a rate of at least one licensed Property Management Practitioner (Tier 1) per 3,000 units or less, and at least one licensed Property Management Practitioner (Tier 2) must be employed for every 1,500 units or less. According to the records of the Housing Managers Registration Board, as at 5 September 2020 ⁴, there was 1614 Registered Professional Housing Managers. According to a 2016 survey commissioned by the City university of Hong Kong who appointed by the Hong Kong Association of Property Management Companies Ltd. in collaboration with the Asia Pacific Branch of the Chartered Institute of Housing Managers, the Hong Kong Institute of Housing Managers and the Housing Managers Registration Board ⁵, referring to the volume of housing construction forecast between 2016 and 2025 for meeting the target of the Long Term Housing Strategy, it was estimated that an additional 525 Tier 1 and 1289 Tier 2 licensed Property Management Practitioners were required. That represents about 20% of the number of practitioners at that time. The market demand for professional property management practitioners will continue to increase doubtlessly.

The criteria for holding Property Management Practitioner (PMP) (Tier 1) licence are as follows:

⁴ The Register, Housing Manager Registrtrtion Board [online] available from: <http://www.hmregistration.org.hk/the-register>

⁵Property Industry Survey: 2 adult hands in 10 yearsHK: Ming Pao, A10, 13 October 2016 (online) from: <https://www.housing.org.hk/files/module/publication/262/0/link/14763416272161.pdf>

PMP (Tier 1) Licence	Route 1	Route 2
Academic or other qualifications	Bachelor or higher degree or equivalent academic qualification in property management specified by the PMSA	Other bachelor or higher degree or equivalent academic qualification, or qualification considered acceptable by the PMSA
Work experience in property management	Minimum three years within the six years immediately before licence application	Minimum five years within the eight years immediately before licence application
Professional qualifications	Member of a professional body recognised by the PMSA	

The criteria for holding Property Management Practitioner (PMP) (Tier 2) licence are as follows:

PMP (Tier 2) Licence	Route 1	Route 2	Route 3
Academic or other qualifications	Associate degree, diploma or above, or equivalent academic qualification in property management specified by the PMSA	Bachelor or higher degree, or equivalent academic qualification	Other associate degree, diploma or above, or equivalent academic qualification, or qualification considered acceptable by the PMSA

Work experience in property management	Minimum two years within the five years immediately before licence application; or minimum one year (under the supervision of a licensed PMP (Tier 1) within the four years immediately before licence application	Minimum four years within the eight years immediately before licence application
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The designated requirements for "specific bachelor of property management", "specific associate degree in property management", "diploma", "acceptable qualifications", "work experience" and "members of professional bodies" can be found on the website of the Property Management Services Authority.

<https://www.pmsa.org.hk/en/licensing-regime/property-management-practitioner-licence/criteria/>

For licensing, it came into effect on 1 August 2020 and have a three-year transition period during which practitioners can apply for temporary licences. Temporary licence holders are required to complete the specified courses of the Property Management Services Authority which will cover property management legislation and code of practice, knowledge of property management, building optimization, repair and maintenance, management and communication skills. They must complete a minimum of 120 hours (Tier 1) or at least 80 hours (Tier 2) courses, then they can apply for a formal licence exempting the relevant academic qualifications and/or professional qualifications criteria.

Through the licensing system, on the one hand, the professional standards of the services provided by property management companies can be regulated and professional status can be established; on the other hand, the professional knowledge and conduct of practitioners can be enhanced.

The amendments to the Specification of Competency Standards of the Property Management Services are in conjunction with the latest Property Management Services Ordinance. These will cover the knowledge and competency standards required for property management managers or supervisory staff. So that courses in the property management services industry can train the right professionals to enhance the quality of services for overall property management. This will make a long-term and sustained contribution to the social and economic development.

C. The Specification of Competency Standards of the Property Management Services Review Process and Result

It has been more than 13 years since the launch of the first edition of The Specification of Competency Standards of Property Management Industry in November 2007 by the Qualifications Framework and Property Management Industry Training Advisory Committees. This amendment must take into account the consistency with legislative amendments, the development of society and technology, the requirements and expectations of customers or owners, the increase or transformation of facilities and service categories, the property environment and increased risks. The content of the current management services, the working practices and process have been changed to a great extent

in response to various factors. In order to meet the actual needs of the industry, the review and revision work has been carried out in the following stages:

Stages	Works	Methods
Stage 1	<ul style="list-style-type: none"> - Confirm the job position of Property Management Industry - Confirm the main work and functional areas 	<ul style="list-style-type: none"> - Make reference to markets, industry, related information of Qualifications Framework, recommendations from The Pilot Project on Development of Vocational Qualification Pathway - A questionnaire was sent to property management companies in June 2019 to collect views and 27 management companies responds - Consult professionals in the industry
Stage2	<ul style="list-style-type: none"> - Review functional areas and main items 	<ul style="list-style-type: none"> - Make reference to job functions, positions and job requirements of other professional bodies, property management industry related legislation and documents, and the Specification of Competency Standards in other industries - Four Focus Groups (as follows) meeting was held from July to October 2019 to discuss the functional areas and their main items, Vocational Qualifications

		<p>Pathway, positions, titles and job content for each position:</p> <ol style="list-style-type: none"> (1) Overall opinion (2) Human resources (3) Various practical management (4) Facility management <p>A total of 15 companies or organisations/groups participate and provide opinion</p>
Stage 3	<ul style="list-style-type: none"> - Review, revise, addition or removal of Unit of Competency 	<ul style="list-style-type: none"> - Make reference to job functions, positions and job requirements of other professional bodies, property management industry related legislation and documents, and the Specification of Competency Standards in other industries - Originally intended to collect comments through visits and interviews, but it was changed to telephone interviews and questionnaires to collect opinion from the Property Management Industry and professional bodies

		<p>between May and June 2020 due to the pandemic. Opinion was drawn on the following drafts</p> <p>(1) Functional Matrix of Specifications of Competency Standards of the Property Management Industry</p> <p>(2) Unit of Competency at all levels under Vocational Qualifications Pathway</p> <p>As a result, 11 organisations or groups provided opinion.</p>
Stage 4	<ul style="list-style-type: none"> - Compile the Report of Specification of Competency Standards 	<ul style="list-style-type: none"> - Integrate and consolidate relevant information and comments to develop a draft of the second edition of the Specification of Competency Standards for conducting an extensive industry consultation
Stage 5	<ul style="list-style-type: none"> - Extensive industry consultation - Review by the Hong Kong Council for Accreditation of Academic and 	<ul style="list-style-type: none"> - Extensive industry consultation was conducted from June to July 2021; and a review by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) was

	<p>Vocational Qualifications (HKCAAVQ)</p> <ul style="list-style-type: none"> - Update the Cluster of Unit of Competency for Recognition of Prior Learning 	<p>done. With reference to the relevant comments, the report and updated Unit of Competency was completed.</p>
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After each of these stages, opinion has been collected and collated. The recommendations and review results are discussed and resolved at Property Management Industry Training Advisory Committee, then will move on to the next stage of work.

After a five-stage review, all the Specification of Competency Standards of Property Management Industry, and the Vocational Qualifications Pathway will have amendments. The results of the review and revisions will be summarized below:

1. Functional Areas

The original seven functional areas of the property management industry do not need to be changed after the review, but the names of these functional areas will be slightly revised in response to the seven property management service categories set out in Property Management Services Ordinance:

Name of the Old Functional Areas	Name of the Revised Functional Areas
Management of the Property Environment	Management of the Environment of a Property
Building Repair and Maintenance	Repair, Maintenance & Improvement of a Property
Property Management Services for Owners, Tenants & the Community	Property Management Services for Owners, Tenants & the Community (remains unchanged)
Facility Management	Facility Management relating to a property
Law in Practice	Law in Practice relating to a Property
Finance and Asset Management	Finance and Asset Management relating to a Property
Human Resources Management	Human Resources Management relating to a Property

With reference to the seven categories determined by the Property Management Services Authority and the Property Management Services (Levy) Regulation, the scope of category 5 "Facility Management relating to a Property" is the ancillary facilities services for the management of the property, it is not the general facilities management services in the market. Therefore, the above-mentioned functional area in "Facility Management relating to a Property" is specifying in the management of the property's ancillary facilities.

2. Main Items under Functional Areas

After gathering opinions and information during the review of the main items under the seven functional areas, some of them need to be integrated or revised to tie in with market development and current practices. Some of the main items need to be added in order to ensure that training institutions can increase the relevant knowledge in training practitioners and enhance the quality of services in the industry as a whole. For example, in the area of Management of the Environment of a Property, there is a need to increase the knowledge of practitioners on crisis management, tree care, environmental protection and outsourcing management.

The additional main items under the functional areas are as follows:

Management of the Environment of a Property	Facility Management relating to a Property	Law in Practice relating to a Property	Finance and Asset Management relating to a Property
Environmental Protection	Management of Space & Venue	Legal Services & Practices	Procurement & Tendering
Management of Outsourcing	Application of Information Technology and Management of Smart Facility	Licensing System	Inventory Control

In addition, an original main item "Customer Service and Community Relations" is put under the function area of Human Resources

Management. Its competency and essential elements are closer to the functional areas of "Property Management Services for Owners, Tenants & the Community". Thus, this main item is transferred to the functional area of "Property Management Services for Owners, Tenants & the Community" in this revision.

Together with the original, revised and new main items, there are a total of 36 main items. The main table of new and revised functional areas and main items is shown on the next page.

Functional Areas and Main Items

(1) Management of the Environment of a Property	(2) Repair, Maintenance & Improvement of a Property	(3) Property Management Services for Owners, Tenants & the Community	(4) Facility Management relating to a Property	(5) Law in Practice relating to a Property	(6) Finance and Asset Management relating to a Property	(7) Human Resources Management relating to a Property
(A) Security Management & Service	(A) Daily & Periodic Maintenance	(A) Management Services & Communication	(A) Club House, Cultural & Recreational Facility	(A) The Government & Legal System	(A) Daily Income & Expenditure	(A) Human Resources Planning, Recruitment & Training
(B) Crisis & Emergency Handling	(B) Improvement & Enhancement of System & Installations	(B) Records and Reports	(B) Shopping Centre, Industrial, Commercial & Other Premises	(B) Contractual Arrangement	(B) Asset Management & Financial Control	(B) Teamwork & Leadership
(C) Safe Environment	(C) Purchasing / Outsourcing	(C) Owners' Meeting	(C) Carpark & Loading Area	(C) Legal Services & Practices	(C) Procurement & Tendering	(C) Occupational Health & Safety
(D) Control on Cleanliness		(D) Insurance Arrangement & Risk Management	(D) Management of Space & Venue	(D) Licensing System	(D) Inventory Control	
(E) Arboriculture & horticulture - beautify, cultivation & caring		(E) Quality Management	(E) Application of Information Technology and Management of Smart Facility			
(F) Control on Private Road & Carpark		(F) Shopping Centre, Cultural, Recreational & Community Activities				
(G) Environmental Protection		(G) Pre-Management, Takeover & Handover				
(H) Management of Outsourcing		(H) Leasing				
		(I) Customer Services & Community Relations				

3. Vocational Qualifications Pathway

The Pilot Program of Vocational Qualifications Pathway of Property Management Industry was launched in 2016. It sorts out the advanced paths and 35 major jobs (positions) in 8 major service areas for the industry. It lists out the detail competency requirements for each job (position), and the ladder of advancement which is sufficient to construct the progressive path for the industry. It can further enhance the overall training quality and promote human resources development in the industry.

The review includes amendments and addition of some new areas of work and positions. The revised Vocational Qualifications Pathway is listed in the back and here are some of the main points:

- (i) Addition of Service Areas in Management of Ancillary Facilities in a Property

As property developments become increasingly diversified, the estate's ancillary facilities, clubhouse, etc. are important elements. The functional areas of property management industry should also include facility management. The "Property Management Services" categories under the Property Management Services (Levy) Regulations include "facility management relating to a property" . The services are ancillary facilities services for the

management of the property. Therefore, there is addition of "Management of Ancillary Services relating to a Property" in the Vocational Qualifications Pathway with a total of 5 positions. Since the functions and work content of the Customer Service Assistant are the same as that of the Customer Service Assistant of Property Services, so they will use the same job title, job content and competency requirements.

(ii) Removal of Car Park Service Areas

As most of the car parks managed by the property management services industry are subsidiary facilities of the property, the scope of work usually overlaps with property services and property security. They even rotate the job with each other. Practical work in the car park will be covered by the posts under "Property Services" and "Property Security".

After review, the Vocational Qualifications Pathway of Property Management Industry maintains 8 service areas with a total of 37 jobs (positions).

Property Management Industry - Vocational Qualifications Pathway

Service Areas		(1) Property Services	(2) Property Cleaning	(3) Property Security	(4) Property Landscaping	(5) Property Technical / Maintenance	(6) Clubhouse	(7) Tenancy Management	(8) Management of Ancillary Facilities in a Property
General Position									
QF Level	Level 7	Senior Executive	/	/	/	/	/	/	/
	Level 6	Chief Property Manager	/	/	/	Chief Technical / Maintenance Manager	/	/	Chief Facility Manager
	Level 5	Property Manager	/	Operations Manager (Security)	/	Technical Manager/ Maintenance Manager	Clubhouse Manager	Tenancy Administration Manager	Facility Manager
	Level 4	Property Officer	Cleaning Officer	Security Officer	Landscape Officer	Technical Officer/ Maintenance Officer	Clubhouse Officer	Tenancy Administration Officer	Facility Officer
	Level 3	Property Service Assistant	Foreman (Cleaning)	Building Supervisor	Foreman (Landscaping)	Technical Foreman	Senior Clubhouse Assistant	Tenancy Administration Assistant	Facility Supervisor
	Level 2	Customer Service Assistant	Senior Cleaner	Senior Building / Carpark Attendant	Senior Gardener	Technician	Clubhouse Assistant	/	Customer Service Assistant (Facilities Management)
	Level 1	/	Cleaner	Building / Carpark Attendant	Gardener	Artisan	/	/	/

Remarks: for each corresponding job title, please refer to Chapter 4 – Reference Table for Vocational Qualification Pathway Job Titles and Corresponding Job Titles in Property Management Industry

4. Job Description and Competency Requirements for Each Position

The review includes the overall revision and integration of Vocational Qualifications Pathway, the job description and competency requirements, with a need for complement each other and provide sufficient information for continuous development of the industry.

With reference to the Pilot Project on the Development of Vocational Qualifications Pathway for the Property Management Industry, and opinions gathered during the review, a total 37 jobs (positions) are organized by qualification levels and service areas. At the same time, each position's competency requirements and the overall credits required are listed out. Training institutions and property management organisations can use them as a reference according to actual needs.

Please refer to Chapter 3 for "Property Management Industry - Job Description and Competency Requirements for Each Position".

5. A Reference Table for Job Titles and Corresponding Job Titles in the Industry

There is a wide range of organisations providing property management services in the market, regardless of size, structure, operational strategy and objectives. Thus, there will be differences in job or job titles, division of labour and job content in different organisations. Taking into account

of the above differences, this review and revision set out a reference table for the Vocational Qualifications Pathway of the Property Management Industry and the corresponding titles for each position, which lists the general corresponding job titles for the reference of organisations.

The industry can set the qualification requirements for each position in response to their actual work and specific job (position), job content and competency requirements. This can facilitate the organisations to formulate long-term human resources planning, internal training and development programme.

For the Reference Table for Vocational Qualifications Pathway of Property Management Industry and Corresponding Job Titles, please refer to Chapter 4.

6. Unit of Competency

The main items under each functional area are then divided into different "Unit of Competency" by level and content. After collecting comments, the following various amendments have been made in accordance with the market development and actual needs.

- (i) Addition of Unit of Competency Based on Actual Needs

According to the trend of industry' s development and practical needs, 2 main items are needed to be added under each of the 4 functional areas. Then new units of competency are added according to the levels resulting in a total increase of 37 units of competency.

(ii) Split or Integration of Unit of Competency

In response to the changes in the industry and the operational practices, and the addition of some units of competency, some of the original units will be integrated or split subject to the content. For example, "Clubhouse, Cultural and Recreational Facilities" are divided into two groups of units of competency, one group is specifying in handling the facilities while the other group focusing on customer liaison and relations management; the main item of "Daily Income and Expenditure" are divided into two groups, one group is the handling of day-to-day income and expenditure, the other group is the collection of arrears. There is a total addition of 9 units of competency in these two groups.

In addition, a main item "Environmental Protection" has been added to the functional area of "Management of the Environment of a Property", so the original main item of "Control on Private Road and Environmental Management" need to be revised to "Control on Private Road & Carpark".

(iii) Addition of Level on the Original Unit of Competency

With the development of property management services, the work requires an upgrading of knowledge and competence. Especially at a higher level, it is more important to the development of strategy of an organisation. Therefore, some of the Units of Competency are added in Level 6 or 7. For example, in "Crisis & Emergency Handling" , "Management of Outsourcing" , "Improvement & Enhancement of System & Installation" , "Quality Management" , etc., a total of 13 Units of Competency has been added.

(iv) Modification of Credit of the Original Unit of Competency

The original credit of unit of competency was 1, 1.5, 3, 6, 9. After review, the credit is revised to 1, 2, 3, 6 in response to the content and practical needs.

(v) Revision of Competency Requirement of the Original Unit of Competency

After the review, the requirements of each competency requirement are revised in order to meet the development of the service sector in response to the change of the law, society, technology and the needs of customers.

Property management services cover a wide range of service areas including environmental management, maintenance, owners and community services, facilities, legal, finance and human resources management, etc. There are main items on security management and service, arboriculture and horticulture under the functional area on Management of the Environment of a Property, or the functional area of Repair, Maintenance & Improvement of a Property. Those may belong to a separate professional industry, but the scope of those areas is different.

The security and guarding services, arboriculture and horticulture industries have all published their industry's Specification of Competency Standards, but the scope and focus are different from property management industry. For example, security and guarding services cover different types of security work, such as personal protection or escort, but property management security only deals with security work within the property; in the area of horticulture, property management company will entrust the work to professional arboriculture and horticultural companies if they need to handle tree care, planting or removal. The competency requirements for unit of competency are also different, such as the competency of "Crisis & Emergency Handling", the security and guarding services focus on the resilience of security departments or security staff, but property management services or engineering

staff also need to have the competency to deal with emergency. Therefore, it cannot directly adopt the unit of competency in other industries.

However, this amendment makes reference to the Specification of Competency Standards in other industries and some of the common terms will be adopted, for example, replacing "security" with "guarding".

Among the main item of Security Management & Service, Unit of Competency "PMZZEM101A Carry out daily security operational work of a building development" will be cancelled as all the property security staff must complete an accredited security training course with not less than 16 hours under the Security and Guarding Services Ordinance Chapter 460 in Hong Kong, and must apply the security personnel permit. Therefore, the unit of competency in this level is cancelled and replaced by reference to the Unit of Competency 107753L1 of the Specification of Competency Standards in Security and Guarding Services.

(vi) Competency Performance Requirements and Assessment Guidelines

The revised competency performance requirement will be presented in two parts, the first requirement for the performance is a recognition of knowledge or skill, which is gradually upgraded

from "knowing" and "understanding" at the first level to "familiar", "thorough understanding", to "mastering", "proficiency" "synthesis" , "Integration", "research" and "comprehensive analysis"; the next requirement for the performance is he competency in application, make use of the knowledge and skills and apply in the practical works.

For the assessment guidelines, the first is to assess the perception of knowledge and skills, while the remaining part assess the ability to apply knowledge in performing work.

There are 137 original Unit of Competency. To summarize this revision, a total of 58 new Unit of Competency are added, 1 Unit of Competency is deleted, and 136 Unit of Competency are revised. There are 36 main items under the 7 functional areas, and 194 Unit of Competency in total in the Property Management Industry. The content covers the latest industry development needs and competency requirements as well as responding to the latest legislative amendments. The industry and training institutions have more detailed guidelines in planning human resources development and training courses. While incorporating the competency requirements of other industries, this increases the value of mutual reference and continuously enhances the human assets development of the property management industry.

Chapter 2

Property Management Industry

Specification of Competency Standards (SCS)

A. Functional Matrix

Renewed Property Management Industry SCS – Functional Matrix

(1) Functional Area – Management of the Environment of a Property (EM)

QF Level Main Items	1	2	3	4	5	6
Security Management & Service	Refer to “Security Services Industry” UoC 107753L1	Carry out guarding, inspection and operational works 110410L2 Credit : 2	Lead security and guarding subordinates to carry out security, guarding, inspection, and related risk assessment duties 110411L3 Credit : 3	Undertake the management of security operation, risk management and planning for improvement 110412L4 Credit : 6	Formulate and plan the security operations and improvement on risk and safety management 110413L5 Credit : 6	Devise and set up the structure of security services and continuously improve the provision of security services of the company 110414L6 Credit : 6
Crisis & Emergency Handling	Have knowledge on emergency situations 110415L1 Credit : 2	Handle emergency situations following prescribed steps 110416L2 Credit : 2	Supervise subordinates in handling hazardous and emergency cases 110417L3 Credit : 3	Manage the crisis and emergency situations 110418L4 Credit : 3	Formulate and evaluate the crisis management and emergency handling measures 110419L5 Credit : 6	Devise and continuously improve the crisis management policy 110420L6 Credit : 6

(1) Functional Area – Management of the Environment of a Property (EM)(continued)

QF Level Main Items	1	2	3	4	5	6
Safe Environment	<p>Have knowledge on the safe environment of a property</p> <p>110421L1 Credit : 1</p>	<p>Carry out the safe environment measures of a property</p> <p>110422L2 Credit : 2</p>	<p>Supervise subordinates to Carry out the safe environment measures of a property</p> <p>110423L3 Credit : 3</p>	<p>Train subordinates to carry out the safe environment measures and promote awareness of keeping the building environment safe</p> <p>110424L4 Credit : 3</p>	<p>Formulate and maintain a sound system and effective measures on the safety of the environment</p> <p>110425L5 Credit : 6</p>	<p>Devise and continuously improve the safe environment policy</p> <p>110426L6 Credit : 6</p>
Control on Cleanliness	<p>Carry out basic cleaning, garbage handling and pest control works</p> <p>110427L1 Credit : 1</p>	<p>Carry out works on cleanliness, pest control and safety measures</p> <p>110428L2 Credit : 1</p>	<p>Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures</p> <p>110429L3 Credit : 3</p>	<p>Monitor and improve the conditions of cleanliness and management of risk</p> <p>110430L4 Credit : 3</p>	<p>Plan as a whole on the control on cleanliness and risk management</p> <p>110431L5 Credit : 3</p>	

(1) Functional Area– Management of the Environment of a Property (EM) (continued)

QF Level Main Items	1	2	3	4	5	6
Arboriculture & horticulture - Beautify, Cultivation & Caring	Carry out basic planting and cultivation works 110432L1 Credit : 1	Carry out various planting, cultivation, beautification, safety, conservation and documentary works 110433L2 Credit : 2	Supervise subordinates to carry out various arboriculture and horticulture works, beautification, caring, safety and documentary works 110434L3 Credit : 3	Monitor the caring, safety and management of arboriculture and horticulture works 110435L4 Credit : 6	Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works 110436L5 Credit : 6	
Control on Private Road & Carpark	Carry out daily works on carpark and private road 110437L1 Credit : 1	Carry out works on private road and carpark control 110438L2 Credit : 1	Supervise subordinates to carry out works on private road and carpark control 110439L3 Credit : 2	Monitor and manage the works on private road and carpark control, and improve the conditions 110440L4 Credit : 3	Plan as a whole on private road and carpark control, and improvement 110441L5 Credit : 3	

(1) Functional Area– Management of the Environment of a Property (EM) (continued)

QF Level Main Items	1	2	3	4	5	6
Environmental Protection		Carry out environmental protection works 110442L2 Credit : 1	Supervise subordinates to carry out environmental protection works 110443L3 Credit : 2	Monitor and manage environmental protection works and improve the conditions 110444L4 Credit : 3	Plan as a whole the environmental protection works and improve the management 110445L5 Credit : 3	Plan on environmental protection and management policy 110446L6 Credit : 6
Management of Outsourcing		Check and follow up the service procedures and conditions of the service contractors 110447L2 Credit : 2	Supervise the service contractors to carry out the contract and performance pledge 110448L3 Credit : 2	Manage the service contractors and monitor the service quality 110449L4 Credit : 3	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan 110450L5 Credit : 6	Devise the system for management of service contractors, quality enhancement and the management policy 110451L6 Credit : 6

EM Credit	EM Level 1 Total Credit: 6 (Old Credit: 7.5)	EM Level 2 Total Credit: 13 (Old Credit: 8.5)	EM Level 3 Total Credit: 21 (Old Credit: 13.5)	EM Level 4 Total Credit: 30 (Old Credit: 16.5)	EM Level 5 Total Credit: 39 (Old Credit: 30)	EM Level 6 Total Credit: 30 (Old Credit: 12)
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(2) Functional Area– Repair, Maintenance & Improvement of a Property (BM)

QF Level Main Items	1	2	3	4	5	6	7
Daily & Periodic Maintenance	Report damages and irregular conditions of a property and follow up on the works order 110452L1 Credit : 2	Carry out general repair and maintenance works 110453L2 Credit : 2	Organize and check the repair and maintenance works of the building, building facilities and services 110456L3 Credit : 3	Manage the operational repair and maintenance works of the building, building facilities and services 110457L4 Credit : 6	Plan and manage the repair and maintenance works of the building, building facilities and services 110458L5 Credit : 6	Plan on the technicality of the repair and maintenance of the building, building facilities and services 110459L6 Credit : 6	
		Carry out general carpentry and ironmongery repair and maintenance works 110454L2 Credit : 2					

(2) Functional Area– Repair, Maintenance & Improvement of a Property (BM)(continued)

QF Level Main Items	1	2	3	4	5	6	7
		<p>Carry out general concrete repair and maintenance works</p> <p>110455L2 Credit : 2</p>					
Improvement & Enhancement of System & Installation		<p>Collect basic information on improvement and enhancement items on building, building facilities and services</p> <p>110460L2 Credit : 2</p>	<p>Provide initial views on improvements and enhancements to the state of a building, building facilities and services</p> <p>110461L3 Credit : 3</p>	<p>Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency</p> <p>110462L4 Credit : 6</p>	<p>Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency</p> <p>110463L5 Credit : 6</p>	<p>Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities</p> <p>110464L6 Credit : 6</p>	<p>Develop strategically and sustainably the building, building facilities and services, and devise market analysis and benchmarking</p> <p>110465L7 Credit : 6</p>

(2) Functional Area– Repair, Maintenance & Improvement of a Property (BM) (continued)

QF Level Main Items	1	2	3	4	5	6	7
Purchasing & Outsourcing	Support contractors in carrying out repair, maintenance and construction works according to instructions 110466L1 Credit : 1	Purchase materials and support the process of repair, maintenance and construction works by contractors according to instructions 110467L2 Credit : 2	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors 110468L3 Credit : 2	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works 110469L4 Credit : 3	Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management 110470L5 Credit : 6	Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system 110471L6 Credit : 6	

BM Credit	BM Level 1	BM Level 2	BM Level 3	BM Level 4	BM Level 5	BM Level 6	BM Level 7
	Total Credit: 3 (Old Credit: 3)	Total Credit: 10 (Old Credit: 7.5)	Total Credit: 8 (Old Credit: 7.5)	Total Credit: 15 (Old Credit: 18)	Total Credit: 18 (Old Credit: 24)	Total Credit: 18 (Old Credit: 9)	Total Credit: 6 (Old Credit: 0)

(3) Functional Area- Property Management Services for Owners, Tenants & the Community (OS)

QF Level Main Items	1	2	3	4	5	6	7
Management Services & Communication	Carry out daily frontline property management services for owners, tenants and customers	Handle enquiries and complaints	Supervise and arrange frontline management services for owners, tenants and customers	Coordinate with owners, tenants and customers on property management work	Assist owners or tenants in formation of owners' or tenants' organisation and handle property management work in concerted efforts	Represent owners or tenants in external liaison and formulate management strategies	Strategic planning on the direction of community development and to fulfil obligations to the society
	110472L1 Credit : 1	110473L2 Credit : 1	110474L3 Credit : 2	110475L4 Credit : 3	110476L5 Credit : 6	110477L6 Credit : 6	110478L7 Credit : 6

(3) Functional Area- Property Management Services for Owners, Tenants & the Community (OS)(continued)

QF Level Main Items	1	2	3	4	5	6	7
Records & Reports	Know about records and reports 110479L1 Credit : 1	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing 110480L2 Credit : 1	Verify and follow up on the records and reports 110481L3 Credit : 3	Write management report, monitor the documentation and records 110482L4 Credit : 3			
Owners' Meeting			Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers 110483L3 Credit : 2	Arrange meetings for owners, tenants and customers 110484L4 Credit : 6	Formulate standing orders and chair meetings 110485L5 Credit : 6		

(3) Functional Area- Property Management Services for Owners, Tenants & the Community (OS)(continued)

QF Level Main Items	1	2	3	4	5	6	7
Insurance Arrangement & Risk Management			Collect data for insurance claims 110486L3 Credit : 2	Handle matters relating to insurance claims 110487L4 Credit : 3	Devise and develop insurance coverage and terms of the policy 110488L5 Credit : 3	Formulate risk management strategies 110489L6 Credit : 6	
Quality Management			Assist in carry out the procedure of quality assurance and accreditation 110490L3 Credit : 2	Implement professional quality management and accreditation 110491L4 Credit : 3	Formulate the procedure of quality management and plan on related accreditation scheme 110492L5 Credit : 6	Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation 110493L6 Credit : 6	Develop strategically the quality management system, market analysis and positioning 110494L7 Credit : 6

(3) Functional Area- Property Management Services for Owners, Tenants & the Community (OS) (continued)

QF Level Main Items	1	2	3	4	5	6	7
Shopping Centre, Cultural, Recreational & Community Activities		Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions 110495L2 Credit : 1	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities 110496L3 Credit : 2	Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities 110497L4 Credit : 3	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services 110498L5 Credit : 6	Plan as a whole and evaluate on shopping centre, cultural, recreational and community activities and value-added services 110499L6 Credit : 6	
Pre- management, Takeover & Handover		Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	Plan as a whole on the tendering, pre-management, takeover and handover related matters	Master planning on tendering, pre-management, takeover and handover programme, and participate in drafting of the deed of mutual	

		110500L2 Credit : 2	110501L3 Credit : 3	110502L4 Credit : 6	110503L5 Credit : 6	covenants 110504L6 Credit : 6	
Leasing		Carry out lease management matters and enforce lease terms 110505L2 Credit : 2	Lead subordinates in handling lease management matters and enforcement of lease terms 110506L3 Credit : 3	Handle lease management matters and liaise with tenants 110507L4 Credit : 3	Consolidate trade mix and manage leasing matters 110508L5 Credit : 6	Evaluate lease management standard, plan on leasing strategies, market analysis and positioning 110509L6 Credit : 6	

(3) Functional Area- Property Management Services for Owners, Tenants & the Community (OS) (continued)

QF Level Main Items	1	2	3	4	5	6	7
Customer Services & Community Relations	Carry out daily customer service duties 110510L1 Credit : 1	Communicate with customers, carry out duties in customer services and community relations 110511L2 Credit : 1	Lead subordinates to communicate with customers and carry out duties in customer services and community relations 110512L3 Credit : 2	Manage customer services, media and community relations 110513L4 Credit : 3	Plan on customer services management, promote community relations management, and relations with owners' organisation 110514L5 Credit : 6	Plan and develop strategies on customer services management, community relations management and promotion of services 110515L6 Credit : 6	

OS Credit	OS Level 1	OS Level 2	OS Level 3	OS Level 4	OS Level 5	OS Level 6	OS Level 7
	Total Credit: 3 (Old Credit: 4)	Total Credit: 8 (Old Credit: 9)	Total Credit: 21 (Old Credit: 18)	Total Credit: 30 (Old Credit: 36)	Total Credit: 45 (Old Credit: 63)	Total Credit: 42 (Old Credit: 42)	Total Credit: 12 (Old Credit: 6)

(4) Functional Area– Facility Management relating to a Property (FM)

QF Level Main Items	1	2	3	4	5	6	7
Club House, Cultural & Recreational facilities	Know about club house, cultural and recreational facility 110516L1 Credit : 1	Inspect club house, cultural and recreational facility 110517L2 Credit : 1	Monitor the usage and set-up of club house, cultural and recreational facilities 110518L3 Credit : 2	Manage club house, cultural and recreational facilities 110519L4 Credit : 3	Plan the improvement and enhancement programme for club house, cultural and recreational facilities 110520L5 Credit : 6		
		Carry out liaison duties with customers, hold activities and enforce the rules of club house 110521L2 Credit : 1	Supervise subordinates to carry out liaison duties with customers, hold activities and enforce the house rules of club house 110522L3 Credit : 3	Manage the customer relations and activities of club house 110523L4 Credit : 3	Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house 110524L5 Credit : 3	Devise and develop the customer relations, activities and finance management 110525L6 Credit : 6	

(4) Functional Area– Facility Management relating to a Property FM (continued)

QF Level Main Items	1	2	3	4	5	6	7
Management of Space & Venues	Know the rules on use of space and venues	Carry out the rules on use of space and venues	Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues	Manage the space and venues	Plan as a whole on the management of space and venues and set up the rules and procedures	Devise and develop the use of space and venue	
	110538L1 Credit : 1	110539L2 Credit : 1	110540L3 Credit : 2	110541L4 Credit : 3	110542L5 Credit : 3	110543L6 Credit : 6	

(4) Functional Area– Facility Management relating to a Property FM (continued)

QF Level Main Items	1	2	3	4	5	6	7
Shopping Centre, Industrial, Commercial & Other Premises	Know about facilities of shopping centres and other types of premises including industrial and commercial building 110526L1 Credit : 1	Inspect facilities of shopping centres and other premises including industrial and commercial buildings 110527L2 Credit : 2	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings 110528L3 Credit : 3	Manage the facilities of shopping centre and other premises including commercial and industrial buildings 110529L4 Credit : 6	Undertake asset assessment and management of shopping centre and other premises including commercial and industrial buildings 110530L5 Credit : 6	Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings 110531L6 Credit : 6	Develop strategically and sustainably on the asset and facilities of shopping centre and other premises including commercial and industrial buildings 110532L7 Credit : 6
Carpark & Loading Areas	Carry out carpark and loading area control measures 110533L1 Credit : 1	Handle incidents in carpark and loading area according to particular circumstances 110534L2 Credit : 1	Lead subordinates in carrying out carpark and loading area control work 110535L3 Credit : 2	Monitor the use of carpark and loading area 110536L4 Credit : 3	Plan as a whole the control measures of a carpark and a loading area 110537L5 Credit : 3		

(4) Functional Area– Facility Management relating to a Property FM (continued)

QF Level Main Items	1	2	3	4	5	6	7
Application of Information Technology & Management of Smart Facilities	Know applications on building management and smart facilities	Execute and apply the proper software, applications, and operate the smart facilities	Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities	Manage the application and update on information technology and manage the smart facilities	Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	Devise and develop the information technology, the acquisition, update and application of smart facilities	
	110544L1 Credit : 1	110545L2 Credit : 2	110546L3 Credit : 3	110547L4 Credit : 6	110548L5 Credit : 6	110549L6 Credit : 6	

FM Credit	FM Level 1	FM Level 2	FM Level 3	FM Level 4	FM Level 5	FM Level 6	FM Level 7
	Total Credit: 5 (Old Credit: 3)	Total Credit: 8 (Old Credit: 3)	Total Credit: 15 (Old Credit: 7.5)	Total Credit: 24 (Old Credit: 15)	Total Credit: 27 (Old Credit: 21)	Total Credit: 24 (Old Credit: 6)	Total Credit: 6 (Old Credit: 0)

(5) Functional Area– Law in Practice relating to a Property (LW)

QF Level Main Items	1	2	3	4	5	6
The Government & Legal System	Know about government departments and public services organisations in relation to property management 110550L1 Credit : 1	Liaise with relevant government departments and public services organisations in dealing with general property management matters 110551L2 Credit : 1	Supervise subordinates to liaise with relevant organisations in dealing with property management issues 110552L3 Credit : 3	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters 110553L4 Credit : 3	Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases 110554L5 Credit : 6	Master the latest amendments in related legislations and submit views on draft bills 110555L6 Credit : 6
Contractual Arrangement				Draft specifications for property management services contract, and execute the contract 110556L4 Credit : 3	Write service contract and determine the contract terms, and manage the execution of contract 110557L5 Credit : 6	Review the provisions of contracts and legal documents and provide suggestions 110558L6 Credit : 6

(5) Functional Area– Law in Practice relating to a Property (LW)(continued)

QF Level Main Items	1	2	3	4	5	6
Legal Services & Practices		Know the basic legal knowledge on property management service industry 110559L2 Credit : 1	Master and apply industry related legal knowledge 110560L3 Credit : 3	Well-understand and apply industry related ordinances in property management services 110561L4 Credit : 6	Well-familiar with the property management services related ordinances in order to plan on the management works and procedures 110562L5 Credit : 6	

(5) Functional Area– Law in Practice relating to a Property (LW)(continued)

QF Level Main Items	1	2	3	4	5	6
Licensing System				Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts 110563L4 Credit : 3	Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement 110564L5 Credit : 6	

LW Credit	LW Level 1 Total Credit: 1 (Old Credit: 1.5)	LW Level 2 Total Credit: 2 (Old Credit: 1.5)	LW Level 3 Total Credit: 6 (Old Credit: 3)	LW Level 4 Total Credit: 15 (Old Credit: 12)	LW Level 5 Total Credit: 24 (Old Credit: 15)	LW Level 6 Total Credit: 12 (Old Credit: 18)
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(6) Functional Area– Finance and Asset Management relating to a Property (FN)

QF Level Main Items	1	2	3	4	5	6	7
Daily Income & Expenditure	Carry out daily fee-collection duties as instructed 110565L1 Credit : 1	Handle petty cash income and expenses according to instructions 110566L2 Credit : 2	Lead subordinates to handle petty cash income and expenses 110567L3 Credit : 3	Handle financial and leasing income and expenses, and the related statements 110568L4 Credit : 3	Monitor financial and leasing income and expenses 110569L5 Credit : 6		
		Follow up on outstanding payments according to instructions 110570L2 Credit : 1	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims 110571L3 Credit : 2	Take legal actions against outstanding payments 110572L4 Credit : 3	Plan on the control and procedures on handling outstanding payments 110573L5 Credit : 3		

(6) Functional Area– Finance and Asset Management relating to a Property (FN)

QF Level Main Items	1	2	3	4	5	6	7
Asset Management & Financial Control				Handle account statements, balance sheets and carry out asset management 110574L4 Credit : 6	Formulate annual budget, arrange account audit and plan on asset management 110575L5 Credit : 6	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management 110576L6 Credit : 6	Plan on corporate finance and asset management, and carry out risk assessment 110577L7 Credit : 6
Procurement & Tendering			Verify general procedures and documents on procurement 110578L3 Credit : 3	Execute and monitor on the procurement and tendering matters 110579L4 Credit : 3	Plan as a whole on the arrangements on procurement and tendering 110580L5 Credit : 6	Devise and formulate procedures on procurement and tendering 110581L6 Credit : 6	

(6) Functional Area– Finance and Asset Management relating to a Property (FN)(continued)

QF Level Main Items	1	2	3	4	5	6	7
Inventory Control	Carry out inventory works according to instruction 110582L1 Credit : 1	Handle inventory records and follow up on the inventory works 110583L2 Credit : 1	Verify inventory records and monitor subordinates to carry out procedures on inventory works 110584L3 Credit : 2	Execute the inventory control procedures 110585L4 Credit : 3	Plan on the procedures and management of inventory control 110586L5 Credit : 3		

FN Credit	FN Level 1	FN Level 2	FN Level 3	FN Level 4	FN Level 5	FN Level 6	FN Level 7
	Total Credit: 2 (Old Credit: 1.5)	Total Credit: 4 (Old Credit: 1.5)	Total Credit: 10 (Old Credit: 3)	Total Credit: 18 (Old Credit: 9)	Total Credit: 24 (Old Credit: 15)	Total Credit: 12 (Old Credit: 6)	Total Credit: 6 (Old Credit: 9)

(7) Functional Area– Human Resources Management relating to a Property (HR)

QF Level Main Items	1	2	3	4	5	6	7
Human Resources Planning, Recruitment & Training		Know the duties of each post, manpower and training arrangement 110587L2 Credit : 2	Assign appropriate staff for different posts and shifts, induction and on-the-job training 110588L3 Credit : 2	Manage the manpower, training and performance appraisal within the property managed 110589L4 Credit : 6	Plan the overall human resources management, training and performance appraisal scheme 110590L5 Credit : 6	Devise and develop the overall human resources strategies 110591L6 Credit : 6	Develop strategically on the human assets 110592L7 Credit : 6
Teamwork & Leadership	Complete tasks by cooperation among a team 110593L1 Credit : 1	Work in accord with colleagues 110594L2 Credit : 1	Supervise the teams to complete tasks 110595L3 Credit : 2	Lead the teams in the provision of quality services 110596L4 Credit : 3	Formulate the plan on continuous improvement on the teams' services standard 110597L5 Credit : 6	Devise the direction on team management and leadership 110598L6 Credit : 6	

(7) Functional Area– Human Resources Management relating to a Property (HR)(continued)

QF Level Main Items	1	2	3	4	5	6	7
(A) Occupational Health & Safety	Carry out daily duties in a safe manner	Create a safe work environment	Lead subordinates to carry out safety measures in work	Manage risk assessment, occupational health and safety	Formulate the standards and guidelines on occupational health and safety		
	110599L1 Credit : 1	110600L2 Credit : 2	110601L3 Credit : 2	110602L4 Credit : 3	110603L5 Credit : 6		

HR Credit	HR Level 1	HR Level 2	HR Level 3	HR Level 4	HR Level 5	HR Level 6	HR Level 7
	Total Credit: 2 (Old Credit: 2)	Total Credit: 5 (Old Credit: 4.5)	Total Credit: 6 (Old Credit: 6)	Total Credit: 12 (Old Credit: 12)	Total Credit: 18 (Old Credit: 18)	Total Credit: 12 (Old Credit: 9)	Total Credit: 6 (Old Credit: 0)

Total Credit of the 7 Functional Areas

Total Credit	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
	Total Credit: 24 (Old Total Credit: 22.5)	Total Credit: 50 (Old Total Credit: 35.5)	Total Credit: 86 (Old Total Credit: 58.5)	Total Credit: 144 (Old Total Credit: 118.5)	Total Credit: 195 (Old Total Credit: 186)	Total Credit: 150 (Old Total Credit: 102)	Total Credit: 36 (Old Total Credit: 15)

B. Unit of Competency (UoC)

Functional Areas :

- (1) Management of the Environment of a Property (EM)**
- (2) Repair, Maintenance & Improvement of a Property (BM)**
- (3) Property Management Services for Owners, Tenants & the Community (OS)**
- (4) Facility Management relating to a Property (FM)**
- (5) Law in Practice relating to a Property (LW)**
- (6) Finance and Asset Management relating to a Property (FN)**
- (7) Human Resources Management relating to a Property (HR)**

Chapter 3

Competency List

Management of the Environment of a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Security Management & Service				
Carry out guarding, inspection and operational works	110410L2	2	2	4-1
Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties	110411L3	3	3	4-2
Undertake the management of security operation, risk management and planning for improvement	110412L4	4	6	4-4
Formulate and plan the security operations and improvement on risk and safety management	110413L5	5	6	4-6
Devise and set up the structure of security services and continuously improve the provision of security services of the company	110414L6	6	6	4-8
Crisis & Emergency Handling				
Have knowledge on emergency situations	110415L1	1	2	4-10
Handle emergency situations following prescribed steps	110416L2	2	2	4-11
Supervise subordinates in handling hazardous and emergency cases	110417L3	3	3	4-12
Manage the crisis and emergency situations	110418L4	4	3	4-13
Formulate and evaluate the crisis management and emergency handling measures	110419L5	5	6	4-15
Devise and continuously improve the crisis management policy	110420L6	6	6	4-16
Safe Environment				
Have knowledge on the safe environment of a property	110421L1	1	1	4-17
Carry out the safe environment measures of a property	110422L2	2	2	4-18
Supervise subordinates to Carry out the safe environment measures of a property	110423L3	3	3	4-19
Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	4	3	4-20
Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	5	6	4-21
Devise and continuously improve the safe environment policy	110426L6	6	6	4-22

Management of the Environment of a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Control on Cleanliness				
Carry out basic cleaning, garbage handling and pes control works	110427L1	1	1	4-23
Carry out works on cleanliness, pest control and safety measures	110428L2	2	1	4-24
Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures	110429L3	3	3	4-25
Monitor and improve the conditions of cleanliness and management of risk	110430L4	4	3	4-27
Plan as a whole on the control on cleanliness and risk management	110431L5	5	3	4-28
Arboriculture & horticulture - beautify, cultivation & caring				
Carry out basic planting and cultivation works	110432L1	1	1	4-29
Carry out various planting, cultivation, beautification, safety, conservation and documentary works	110433L2	2	2	4-30
Supervise subordinates to carry out various arboriculture and horticulture works, beautification, caring, safety and documentary works	110434L3	3	3	4-32
Monitor the caring, safety and management of arboriculture and horticulture works	110435L4	4	6	4-34
Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works	110436L5	5	6	4-36
Control on Private Road & Carpark				
Carry out daily works on carpark and private road	110437L1	1	1	4-38
Carry out works on private road and carpark control	110438L2	2	1	4-39
Supervise subordinates to carry out works on private road and carpark control	110439L3	3	3	4-40
Monitor and manage the works on private road and carpark control, and improve the conditions	110440L4	4	3	4-41
Plan as a whole on private road and carpark control, and improvement	110441L5	5	3	4-42
Environmental Protection				
Carry out environment protection works	110442L2	2	1	4-43
Supervise subordinates to carry out environmental protection works	110443L3	3	2	4-44

Management of the Environment of a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Monitor and manage environmental protections works and improve the conditions	110444L4	4	3	4-45
Plan as a whole the environmental protection works and improve the management	110445L5	5	3	4-46
Plan on environmental protection and management policy	110446L6	6	6	4-48
Management of Outsourcing				
Check and follow up on the service procedures and conditions of the service contractors	110447L2	2	2	4-49
Supervise the service contractors to carry out the contract and performance pledge	110448L3	3	2	4-50
Manage the service contractors and monitor the service quality	110449L4	4	3	4-51
Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	5	6	4-52
Devise the system for management of service contractors, quality enhancement and the management policy	110451L6	6	6	4-54

Repair, Maintenance & Improvement of a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Daily & Periodic Maintenance				
Report damages and irregular conditions of a property and follow up on the works order	110452L1	1	2	4-55
Carry out general repair and maintenance works	110453L2	2	2	4-56
Carry out general carpentry and ironmongery repair and maintenance works	110454L2	2	2	4-57
Carry out general concrete repair and maintenance works	110455L2	2	2	4-58
Organize and check the repair and maintenance works of the building, building facilities and services	110456L3	3	3	4-59
Manage the operational repair and maintenance works of the building, building facilities and services	110457L4	4	6	4-60
Plan and manage the repair and maintenance works of the building, building facilities and services	110458L5	5	6	4-61
Plan on the technicality of the repair and maintenance of the building, building facilities and services	110459L6	6	6	4-62
Improvement & Enhancement of System & Installations				
Collect basic information on improvement and enhancement items on building, building facilities and services	110460L2	2	2	4-63
Provide initial views on improvements and enhancements to the state of a building, building facilities and services	110461L3	3	3	4-64
Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	4	6	4-65
Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency	110463L5	5	6	4-66
Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities	110464L6	6	6	4-67
Develop strategically and sustainably the building, building facilities and services, and devise market analysis and benchmarking	110465L7	7	6	4-68
Purchasing / Outsourcing				
Support contractors in carrying out repair, maintenance and construction works according to instructions	110466L1	1	1	4-69

Repair, Maintenance & Improvement of a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Purchase materials and support the process of repair, maintenance and construction works by contractors according to instructions	110467L2	2	2	4-70
Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	110468L3	3	2	4-71
Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	110469L4	4	3	4-72
Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	110470L5	5	6	4-73
Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system	110471L6	6	6	4-74

Property Management Services for Owners, Tenants & the Community

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Management Services & Communication				
Carry out daily frontline property management services for owners, tenants and customers	110472L1	1	1	4-76
Handle enquiries and complaints	110473L2	2	1	4-77
Supervise and arrange frontline management services for owners, tenants and customers	110474L3	3	2	4-78
Coordinate with owners, tenants and customers on property management work	110475L4	4	3	4-79
Assist owners or tenants in formation of owners' tenants' organisation and handle property management work in concerted efforts	110476L5	5	6	4-81
Represent owners or tenants in external liaison and formulate management strategies	110477L6	6	6	4-83
Strategic planning on the direction of community development and to fulfil obligations to the society	110478L7	7	6	4-85
Records and Reports				
Know about records and reports	110479L1	1	1	4-86
Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	2	1	4-87
Verify and follow up on the records and reports	110481L3	3	3	4-88
Write management report, monitor the documentation and records	110482L4	4	3	4-89
Owners' Meeting				
Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers	110483L3	3	2	4-90
Arrange meetings for owners, tenants and customers	110484L4	4	6	4-91
Formulate standing orders and chair meetings	110485L5	5	6	4-92
Insurance Arrangement & Risk Management				
Collect data for insurance claims	110486L3	3	2	4-94
Handle matters relating to insurance claims	110487L4	4	3	4-95
Devise and develop insurance coverage and terms of the policy	110488L5	5	3	4-96
Formulate risk management strategies	110489L6	6	6	4-97
Quality Management				
Assist in carry out the procedure of quality assurance and accreditation	110490L3	3	2	4-98

Property Management Services for Owners, Tenants & the Community

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Implement professional quality management and accreditation	110491L4	4	3	4-99
Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	5	6	4-101
Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation	110493L6	6	6	4-103
Develop strategically the quality management system, market analysis and positioning	110494L7	7	6	4-104
Shopping Centre, Cultural, Recreational & Community Activities				
Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions	110495L2	2	1	4-105
Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities	110496L3	3	2	4-106
Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	110497L4	4	3	4-107
Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	110498L5	5	6	4-109
Plan as a whole and evaluate on shopping centre, cultural, recreational and community activities and value-added services	110499L6	6	6	4-111
Pre-Management, Takeover & Handover				
Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2	2	4-112
Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	110501L3	3	3	4-113
Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	4	6	4-114
Plan as a whole on the tendering, pre-management, takeover and handover related matters	110503L5	5	6	4-116
Master planning on tendering, pre-management, takeover and handover programme, and participate in drafting of the deed of mutual covenants	110504L6	6	6	4-118

Property Management Services for Owners, Tenants & the Community

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Leasing				
Carry out lease management matters and enforce lease terms	110505L2	2	2	4-120
Lead subordinates in handling lease management matters and enforcement of lease terms	110506L3	3	3	4-121
Handle lease management matters and liaise with tenants	110507L4	4	3	4-122
Consolidate trade mix and manage leasing matters	110508L5	5	6	4-124
Evaluate lease management standard, plan on leasing strategies, market analysis and positioning	110509L6	6	6	4-126
Customer Services & Community Relations				
Carry out daily customer service duties	110510L1	1	1	4-127
Communicate with customers, carry out duties in customer services and community relations	110511L2	2	1	4-128
Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	3	2	4-129
Manage customer services, media and community relations	110513L4	4	3	4-130
Plan on customer services management, promote community relations management, and relations with owners' organisation	110514L5	5	6	4-132
Plan and develop strategies on customer services management, community relations management and promotion of services	110515L6	6	6	4-134

Facility Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Club House, Cultural & Recreational Facility				
Know about club house, cultural and recreational facility	110516L1	1	1	4-136
Inspect club house, cultural and recreational facility	110517L2	2	1	4-137
Monitor the usage and set-up of club house, cultural and recreational facilities	110518L3	3	2	4-138
Manage club house, cultural and recreational facilities	110519L4	4	3	4-139
Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	5	6	4-141
Carry out liaison duties with customers, hold activities and enforce the rules of club house	110521L2	2	1	4-143
Supervise subordinates to carry out liaison duties with customers, hold activities and enforce the house rules of club house	110522L3	3	3	4-144
Manage the customer relations and activities of club house	110523L4	4	3	4-145
Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	110524L5	5	3	4-146
Devise and develop the customer relations, activities and finance management	110525L6	6	6	4-148
Shopping Centre, Industrial, Commercial & Other Premises				
Know about facilities of shopping centres and other types of premises including industrial and commercial buildings	110526L1	1	1	4-149
Inspect facilities of shopping centres and other premises including industrial and commercial buildings	110527L2	2	2	4-150
Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings	110528L3	3	3	4-151
Manage the facilities of shopping centre and other premises including commercial and industrial buildings	110529L4	4	6	4-152
Undertake asset assessment and facilities management of shopping centre and other premises including commercial and industrial buildings	110530L5	5	6	4-154

Facility Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110531L6	6	6	4-156
Develop strategically and sustainably on the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110532L7	7	6	4-157
Carpark & Loading Area				
Carry out carpark and loading area control measures	110533L1	1	1	4-158
Handle incidents in carpark and loading area according to particular circumstances	110534L2	2	1	4-159
Lead subordinates in carrying out carpark and loading area control work	110535L3	3	2	4-160
Monitor the use of carpark and loading area	110536L4	4	3	4-161
Plan as a whole the control measures of a carpark and a loading area	110537L5	5	3	4-163
Management of Space & Venue				
Know the rules on use of space and venues	110538L1	1	1	4-164
Carry out the rules on use of space and venues	110539L2	2	1	4-165
Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues	110540L3	3	2	4-166
Manage the space and venues	110541L4	4	3	4-167
Plan as a whole on the management of space and venues and set up the rules and procedures	110542L5	5	3	4-168
Devise and develop the use of space and venues	110543L6	6	6	4-170
Application of Information Technology and Management of Smart Facility				
Know applications on building management and smart facilities	110544L1	1	1	4-171
Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2	2	4-172
Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities	110546L3	3	3	4-173
Manage the application and update on information technology and manage the smart facilities	110547L4	4	6	4-174

Facility Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	110548L5	5	6	4-175
Devise and develop the information technology, the acquisition, update and application of smart facilities	110549L6	6	6	4-177

Law in Practice relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
The Government & Legal System				
Know about government departments and public services organisations in relation to property management	110550L1	1	1	4-178
Liaise with relevant government departments and public services organisations in dealing with general property management matters	110551L2	2	1	4-179
Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3	3	4-180
Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	4	3	4-181
Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	110554L5	5	6	4-182
Master the latest amendments in related legislations and submit views on draft bills	110555L6	6	6	4-183
Contractual Arrangement				
Draft specifications for property management services contract, and execute the contract	110556L4	4	3	4-184
Write service contract and determine the contract terms, and manage the execution of contract	110557L5	5	6	4-185
Review the provisions of contracts and legal documents and provide suggestions	110558L6	6	6	4-187
Legal Services & Practices				
Know the basic legal knowledge on property management service industry	110559L2	2	1	4-188
Master and apply industry related legal knowledge	110560L3	3	3	4-189
Well-understand and apply industry related ordinances in property management services	110561L4	4	6	4-190
Well-familiar with the property management services related ordinances in order to plan on the management works and procedures	110562L5	5	6	4-191
Licensing System				
Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	110563L4	4	3	4-192
Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement	110564L5	5	6	4-193

Finance and Asset Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Daily Income & Expenditure				
Carry out daily fee-collection duties as instructed	110565L1	1	1	4-195
Handle petty cash income and expenses according to instructions	110566L2	2	2	4-196
Lead subordinates to handle petty cash income and expenses	110567L3	3	3	4-197
Handle financial and leasing income and expenses, and the related statements	110568L4	4	3	4-198
Monitor financial and leasing income and expenses	110569L5	5	6	4-199
Follow up on outstanding payments according to instructions	110570L2	2	1	4-200
Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	110571L3	3	2	4-201
Take legal actions against outstanding payments	110572L4	4	3	4-202
Plan on the control and procedures on handling outstanding payments	110573L5	5	3	4-203
Asset Management & Financial Control				
Handle account statements, balance sheets and carry out asset management	110574L4	4	6	4-204
Formulate annual budget, arrange account audit and plan on asset management	110575L5	5	6	4-205
Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management	110576L6	6	6	4-207
Plan on corporate finance and asset management, and carry out risk assessment	110577L7	7	6	4-208
Procurement & Tendering				
Verify general procedures and documents on procurement	110578L3	3	3	4-209
Execute and monitor on the procurement and tendering matters	110579L4	4	3	4-210
Plan as a whole on the arrangements on procurement and tendering	110580L5	5	6	4-211
Devise and formulate procedures on procurement and tendering	110581L6	6	6	4-212
Inventory Control				
Carry out inventory works according to instruction	110582L1	1	1	4-213

Finance and Asset Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Handle inventory records and follow up on the inventory works	110583L2	2	1	4-214
Verify inventory records and monitor subordinates to carry out procedures on inventory works	110584L3	3	2	4-215
Execute the inventory control procedures	110585L4	4	3	4-216
Plan on the procedures and management of inventory control	110586L5	5	3	4-218

Human Resources Management relating to a Property

<u>Unit of Competency</u>	<u>Code</u>	<u>Level</u>	<u>Credit</u>	<u>Page No.</u>
Human Resources Planning, Recruitment & Training				
Know the duties of each post, manpower, and training arrangement	110587L2	2	2	4-219
Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	3	2	4-220
Manage the manpower, training and performance appraisal within the property managed	110589L4	4	6	4-221
Plan the overall human resources management, training and performance appraisal scheme	110590L5	5	6	4-223
Devise and develop the overall human resources	110591L6	6	6	4-225
Develop strategically on the human assets	110592L7	7	6	4-226
Teamwork & Leadership				
Complete tasks by cooperation among a team	110593L1	1	1	4-227
Work in accord with colleagues	110594L2	2	1	4-228
Supervise the teams to complete tasks	110595L3	3	2	4-229
Lead the teams in the provision of quality services	110596L4	4	3	4-230
Formulate the plan on continuous improvement on the teams' services standard	110597L5	5	6	4-231
Devise the direction on team management and leadership	110598L6	6	6	4-232
Occupational Health & Safety				
Carry out daily duties in a safe manner	110599L1	1	1	4-233
Create a safe work environment	110600L2	2	2	4-234
Lead subordinates to carry out safety measures in work	110601L3	3	2	4-235
Manage risk assessment, occupational health and safety	110602L4	4	3	4-236
Formulate the standards and guidelines on occupational health and safety	110603L5	5	6	4-238

Chapter 4

Unit of Competency

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Management of the Environment of a Property

Title	Carry out guarding, inspection and operational works
Code	110410L2
Range	General security works in property management, applicable to frontline security staff in carrying out guarding, inspection and operational works according to standing orders
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Know guarding and surveillance works</p> <ul style="list-style-type: none"> • Know guarding and surveillance work content and steps in property management • Know the security system, usage and coverage in property management • Know the legal liability of security personnel under relevant ordinances <p>2. Make use of security system and equipment</p> <ul style="list-style-type: none"> • Be able to use the general security system and equipment, pay attention to the surveillance system, prevent and detect crimes • Be able to make use of the security systems and equipment in the property to respond immediately to any sudden incident or crime in accordance with established working procedures <p>3. Carry out guarding practices</p> <ul style="list-style-type: none"> • Be able to control access of the property in accordance with established guidelines • Be able to patrol and detect independently to prevent crime according to established work procedures • Be able to properly record and report on the cases and events of the property • Be able to follow up and explain the unfinished work during on and off work according to the situation • Be able to handle the duties of the post independently according to the instructions of the superior, and assist in following up on emergency or criminal incidents according to established procedures • Be able to maintain personal and professional ethics at all times during the performance of duties
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the content and steps of guarding works in property management, know the security system, use and scope of surveillance of the property, and know the legal liability of security personnel under the relevant ordinances; • Be able to make proper use of the general security systems and equipment of the property to prevent and detect crime and respond to emergency in a timely manner; and • Be able to correctly and lawfully perform security and guarding duties in property management according to the instructions of superiors, and referring to practical experience, related security and legal knowledge.
Remark	

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Title	Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties
Code	110411L3
Range	Security works in a property, applicable to leading security and guarding subordinates in carrying out security, guarding, inspection works, and carrying out preliminary assessment of security risk of the premises
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with leading security practical works</p> <ul style="list-style-type: none"> • Familiar with the skills in supervising and monitoring property security guards in the execution of practical work • Familiar with the laws and regulations related to property management and security services • Familiar with the steps to assess security risks in property management <p>2. Carry out supervision and monitoring</p> <ul style="list-style-type: none"> • Be able to supervise and monitor the staff in maintaining the operation of the established tele-protection/reporting system • Be able to supervise subordinates to lawfully perform security work in the premises and perform their duties in accordance with relevant procedures and work guidelines • Be able to allocate and mobilize appropriate security and guarding personnel according to the needs of the work to perform the duties of each post in the property, and make immediate response and transfer in the event of an accident, and coordinate relevant response actions • Be able to lead subordinates in the steps, techniques and precautions of performing property management and security practices • Be able to monitor and test the functionality and stability of the security system and equipment in the property, and contact relevant departments or colleagues to follow up on maintenance work when necessary • Be able to monitor and direct the behaviour and performance standards of property security guards to ensure the compliance with legislation and company requirements • Be able to help investigate and deal with complaints or enquiries about property management and security services <p>3. Conduct preliminary security risk assessment</p> <ul style="list-style-type: none"> • Be familiar with the environment and facilities of the property, and well-understand the environment and conditions of the community and the surrounding area, and be able to make a preliminary assessment of the security risks of the property, identify security loopholes or risk in the management of the property, and make suggestions for improvement • Be able to conduct in-depth investigation of the causes of the incident, review the performance of staff and make recommendations for improving property security after the occurrence of a crime or accident
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none"> • Be able to get familiar with the skills of supervising and monitoring the security guards of the property in carrying out practical work, be familiar with the laws and regulations related to property management and security services, and be familiar with the steps to assess the security risks of the property; • Be able to supervise subordinates in the lawful execution of security work at the premises and perform their duties in accordance with relevant procedures and work guidelines, effectively monitor the performance standards and attitudes of property security guards, and ensure their compliance with the requirements and quality standards of the law and the company: • Be able to assess the environment and facilities of the property, as well as the environment and conditions of the community and the surrounding areas, make a preliminary assessment of the security risks of the property, security loopholes or risks, and put forward specific suggestions for identify improvement.
Remark	Lawfully execute security works in the premises includes obtaining Security Personnel Permit for security guards who work there

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Functional Area - Management of the Environment of a Property

Title	Undertake the management of security operation, risk management and planning for improvement
Code	110412L4
Range	Security practice and management in property, applicable to security operation and risk management, and works for improvement programme
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand security practices and risk management</p> <ul style="list-style-type: none"> • Thoroughly understand the laws and regulations relating to property management and security services • Thoroughly understand the core areas of security practices of property management and the risks <p>2. carry out security operation management</p> <ul style="list-style-type: none"> • Be able to compile effective guidelines of the posts and reporting arrangements • Be able to arrange daily and flexible staff deployment and mobilize manpower • Be able to supervise the work of the property security contractor to ensure that their performance meets the contractual requirements and quality standards • Be able to supervise and manage the operation of the control centre within the property premises to ensure proper monitoring and support of the operation of property management • Be able to collect and collate data and reports related to property security, and statistically analyse the implementation status of property security services • Be able to handle records of property security services properly • Be able to handle complaints or enquiries regarding property security services • Be able to coordinate the control centre, staff, contractor or government department in response to emergencies at the property premises, and follow up on the relevant investigations and aftermath of the property • Be able to assist in the implementation and management of improvement schemes for security systems or services within the premises of the property <p>3. Carry out security risk management</p> <ul style="list-style-type: none"> • Be able to collect the opinions of various teams on the property environment and the security system or service of the property premises, be able to find security loopholes and risks, and reflect the improvement opinions to the superiors • Be able to understand the latest types and tactics of crime and remind the owner/client • Be able to contact relevant departments or contractors to collect professional opinions on the scope of property security and integrate opinions according to the actual situation • Be able to draft security risk assessment reports and improvement proposals for consideration by superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the laws and rules relating to security services for property management thoroughly, and be able to understand the core areas of security practices of property management and the risks thoroughly;

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	<ul style="list-style-type: none">• Be able to effectively manage the security practices of the property management industry, including mobilizing manpower, supervising contractors, managing the operation of control centres within the premises and responding to emergencies, ensuring that property security services meet legal requirements and quality standards;• Be able to properly handle complaints or enquiries about property management security services, collate, figure and analyse the implementation status of property security services, review performance and effectiveness and make suggestions for improvement to superiors, assist in the management and implementation of improvement plans; and• Be able to coordinate and collect the opinions of each team on the property environment and the security system or services in the property, find out security loopholes or risks in the property, and draft the property security risk assessment report and improvement proposals for consideration by the superiors.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Formulate and plan the security operations and improvement on risk and safety management
Code	110413L5
Range	Property security practice and management work, applicable to the formulation and management of property security practices, as well as the improvement of security risks and safety management in the property
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in security practices, risk and safety management</p> <ul style="list-style-type: none"> • Be proficient in the regulations and management procedures related to property management and security services • Be proficient in the security risks and safety management procedures of the property <p>2. Formulate management plan of security practices</p> <ul style="list-style-type: none"> • Be able to formulate the overall management procedures for the security system, facilities and services of the property to maintain the security level of the property • Be able to write clear guidelines, codes of conduct and codes of practice for the work of property security personnel • Be able to manage the overall management of property security practices, including managing the conduct and discipline of security staff, the quality and level of property security services, the competence and techniques of response, and the competency to prevent risks or accidents • Be able to grasp market and legal requirements, effectively select and employ suitable security system contractors and security service providers for the property <p>3. Formulate the risk and safety management plan and improvement scheme</p> <ul style="list-style-type: none"> • Be familiar with the latest crime and techniques or accidents, to formulate or update work guidelines/processes, and instruct staff to respond to them and prevent crimes or accidents at an early stage • Be able to review and assess security loopholes, risks or crises in the property, to formulate and implement risk prevention and management measures • Be familiar with the characteristics of the community environment and property facilities, formulate risk management and safety plans, such as crowd control, disaster prevention and control measures, etc., and arrange for staff to participate in training • Be able to formulate overall security improvement and risk management plans for property management, and plan relevant resources, such as staff, technology, equipment and facilities, finance, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the regulations and management procedures related to security services for property management, and be familiar with the security risk and safety management procedures of property; • Be able to apply the security and related legal knowledge of property management to formulate management procedures for property security practices, manage the work of security practices as a whole, and be able to effectively select and employ suitable security system and service contractors in the property; and

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	<ul style="list-style-type: none">• Be able to review and assess security loopholes, risks or crises in the property, and be familiar with the characteristics of the community environment and property facilities, formulate overall plans and measures for risk prevention and management, and organize relevant resources to implement the plan effectively.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Devise and set up the structure of security services and continuously improve the provision of security services of the company
Code	110414L6
Range	Property Security management and improvement work of a property, applicable to planning and setting up structure of security service of a property, the chain of command and responsibility, and continuously improving the property security service provided by the company
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate security services strategies</p> <ul style="list-style-type: none"> • Integrate market developments and strategies of security services relating to a property • Evaluate the pros and cons of various operating structures and the methods of outcome effectiveness analysis <p>2. Plan and set up the structure of security services</p> <ul style="list-style-type: none"> • Be able to integrate the requirements of the law on the organisational structure and financial position of the security company • Be able to integrate the nature of the property, market positioning, owner/customer requirements and service level, formulate and set up a security service structure for property management, and define a clear division of rights, obligations, responsibilities and chain of command to ensure effective operation and enhance quality services • Be able to analyse and assess the cost-effectiveness and service level of property security services, and make structural or procedural amendments to various factors and outcomes to ensure compliance with industry and legal requirements <p>3. Continuously improve the security service of a property</p> <ul style="list-style-type: none"> • Be able to integrate the new property security knowledge and application technologies to improve service levels continuously • Be able to integrate market developments, property usage conditions and tenant/customer expectations, and introduce advanced and suitable security devices for property to improve operational efficiency and tenant/customer satisfaction • Be able to maintain close contact with government departments, community groups and the security service industry to improve the security services of the property and support the activities related to the security industry to improve the community environment continuously
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate property security market developments and strategies, evaluate the pros and cons of various operating structures and methods of outcome effectiveness analysis; • Be able to integrate the requirements of the legislation on the organisational structure and financial situation of security companies, formulate and establish a structure for property security services in light of the nature of the property, market positioning, owner/customer requirements and service levels, etc., and clarify the division of rights, obligations, responsibilities and chain of command to ensure the effective operation and enhancement of quality services, and continuously review and revise; and

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	<ul style="list-style-type: none">• Be able to integrate the new property security knowledge and application technology, industry and legal requirements, introduce advanced devices, and to improve property security services continuously, and to help the development of the community and the environment effectively.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Have knowledge on emergency situations
Code	110415L1
Range	Know the emergencies in a property, applicable to frontline staff in knowing the common emergencies in properties and dealing with them as directed
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. know the common emergencies in property and methods to handle</p> <ul style="list-style-type: none"> • Know the common emergencies in properties, including fire, gas leaks, water or power outages, lift or escalator failures, pipe bursts, flooding, tree collapse, theft or crime, accidental injuries, falls from height and other emergencies • Know the various practical handling methods <p>2. handle emergencies according to prescribed steps</p> <ul style="list-style-type: none"> • Be able to deal with basic contingency work and handle accidents according to prescribed steps • Be able to notify superiors of unexpected accidents in real time and seek support • Be able to maintain good communication with superiors and colleagues to perform contingency steps
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the common emergencies and basic steps in handling • Be able to respond and deal with emergencies appropriately according to the prescribed steps and be able to report and seek support from superiors effectively
Remark	

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Functional Area - Management of the Environment of a Property

Title	Handle emergency situations following prescribed steps
Code	110416L2
Range	Emergency work on the property, applicable to frontline personnel in coping with emergencies
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the work of emergencies handling</p> <ul style="list-style-type: none"> • Understand the common emergencies in the property, such as general emergencies and basic response measures • Clearly understand the emergency escape route within the property <p>2. Perform emergencies handling</p> <ul style="list-style-type: none"> • Be able to take basic steps to deal with general sudden interruptions in water/electricity supply, lift failures resulting in passenger trappings, flooding, fire alarms, gas leaks, crimes, storm rain or typhoon, collapsed trees or falling objects, etc. • Be able to take care for and comfort the clients • Be able to assist in evacuation or leading the support personnel into the venue as instructed • Be able to notify superiors of accidents clearly and seek support <p>3. Deal with aftermath of an incident and record</p> <ul style="list-style-type: none"> • Be able to assist in the aftermath, such as reopening facilities or passages, assisting in the removal of debris • Be able to make clear and accurate records of accidents
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand common emergencies and basic response measures in the property, and be able to clearly understand the emergency escape route within the property; and • Be able to handle basic emergencies and perform aftercare in accordance with established guidelines.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates in handling hazardous and emergency cases
Code	110417L3
Range	The emergency work of the property, applicable to supervising and allocating staff to deal with dangerous and emergency accidents
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Well-understand dangerous and emergency handling and manpower mobilization</p> <ul style="list-style-type: none"> • Well-understand the types, severity and impact of various hazards and emergencies in the property and various contingency measures and procedures • Clearly understand the manpower, positions, skills and tools or equipment suitable for handling the emergencies <p>2. Supervise subordinates in handling hazardous and emergency cases</p> <ul style="list-style-type: none"> • Be able to lead subordinates to respond quickly to hazards and emergencies in accordance with established procedures and current circumstances to minimise the impact on properties, owners and customers • Be able to arrange and mobilize on-site manpower and equipment promptly to deal with dangerous or emergency accidents to reduce property loss or casualties • Be able to give clear instructions to subordinates and support them in carrying out contingency or evacuation procedures • Be able to effectively maintain close and good communication with superiors, subordinates, and other departments, contractors, or rescue personnel in accordance with the contingency procedures <p>3. Lead subordinates to deal with the aftermath and record</p> <ul style="list-style-type: none"> • Be able to arrange for staff or contractors to handle the aftermath/clean-up work on site • Be able to organize accident records and write incident reports clearly • Be able to assist in reviewing the resilience of front-line staff or contractors, the effectiveness of resources and equipment, etc., and report to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to well-understand the seriousness of various hazards and emergencies in the property and various contingency measures and procedures, and clearly understand the manpower and available resources suitable for handling the emergencies; • Be able to lead subordinates to mobilize manpower and equipment to respond quickly to hazards and emergencies in accordance with established procedures; and • Be able to arrange for subordinates or contractors to deal with the aftermath/clean-up work on the site, as well as organize accident records and write clear incident reports, and assist in reviewing the response performance of frontline staff and contractors, and reporting to superiors effectively.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Manage the crisis and emergency situations
Code	110418L4
Range	The management of property Crisis & Emergency Handling, applicable to supervising and managing the contingency actions of Crisis & Emergency Handling and coordinating with the relevant support departments/units
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand crisis & emergency handling procedure</p> <ul style="list-style-type: none"> • Thoroughly understand the procedures, priorities and standards of all types of crisis & emergency handling in properties • Thoroughly understand the impact of crisis & emergency handling <p>2. Perform crisis & emergency management</p> <ul style="list-style-type: none"> • Be able to distinguish potential dangers and accidents, and the possibility of occurrence, to alert superiors and subordinates, and to prevent dangerous accidents and reduce risks • Be able to perform crisis management and emergency response mechanisms to cope with unexpected accidents, and deploy manpower, resources or equipment to support frontline staff to perform contingency procedures • Be able to systematically communicate instructions and effectively organize subordinates to deal with emergencies in accordance with established contingency procedures • Be able to coordinate contractors to provide contingency support in dealing with crises or emergencies effectively • Be able to monitor the entire response and prevent accidents from worsening • Be able to maintain effective communication with owners or customers according to the established procedures, and report or release the latest situation in a timely manner <p>3. Follow up on the crisis and emergency management</p> <ul style="list-style-type: none"> • Be able to consolidate crisis & emergency handling data and draft detailed reports covering the causes, circumstances, treatments and outcomes, impacts and losses, follow-up and review, etc. • Be able to give advice to superiors on improving crisis management and response mechanisms • Be able to assist in the follow-up of related losses, such as rehabilitation, insurance claims, recovery of compensation, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the procedures of various types of crisis & emergency handling of properties and the impact of various accidents • Be able to carry out the management and supervision of crisis and emergency handling, including identifying potential hazardous accidents, supervising and coordinating response procedures, preventing accidents from aggravating, and coordinating with the relevant support departments or contractors in response to the situation, and being able to maintain effective communication with owners and customers and

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	<ul style="list-style-type: none">• Be able to consolidate all data to draft a detailed report, give advice to superiors on improving the contingency mechanism, and follow up on the handling of related losses.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Formulate and evaluate the crisis management and emergency handling measures
Code	110419L5
Range	The management of crisis & emergency handling in a property, applicable to the management of procedures, assessments and preventive measures for crisis & emergency handling in property management
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in crisis and emergency management</p> <ul style="list-style-type: none"> • Be proficient in management of the procedures and measures of all kinds of crisis & emergency handling in the property • Be proficient in the elements and measures of risk management <p>2. Formulate crisis and emergency management measures</p> <ul style="list-style-type: none"> • Be able to formulate risk and crisis management plans, formulate measures to prevent or mitigate risks and implement related plans • Be able to write viable emergency and contingency plans and procedures • Be able to coordinate and allocate manpower and resources, including equipment, plants or technical requirements, to cope with any emergencies in a property • Be able to coordinate various departments and contractors to provide adequate resources and training to subordinates to ensure the efficiency and quality of contingency measures implemented by subordinates • Be able to coordinate departments and contractors to conduct large-scale drills to assess the performance of departments and staff, and to implement improvements <p>3. Review crisis and emergency management measures</p> <ul style="list-style-type: none"> • Be able to review risk and crisis management plans and measures regularly in response to property conditions and practical needs • Be able to assess the impact or losses of contingencies and emergencies and make appropriate insurance claims or filings of cases • Be able to revise emergency response measures based on current and practical needs
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in management of the contingency procedures, elements and measures of risk management in the properties; • Be able to formulate risk and crisis management plans, write viable emergency and contingency plans and procedures, and be able to allocate manpower and resources to ensure the efficiency and quality of the implementation of contingency measures by subordinates; and • Be able to review risk and crisis management plans and measures regularly in response to the condition and practical needs of the property, and be able to amend emergency response measures, and be able to assess the impact of contingency actions or losses caused by incidents.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Devise and continuously improve the crisis management policy
Code	110420L6
Range	Crisis management and emergency handling in a property, applicable to planning and continuously improving the overall policy of crisis management and emergency handling
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate crisis management strategy</p> <ul style="list-style-type: none"> • Integrate the principles, resource utilization and strategies of crisis management <p>2. Plan crisis management policy</p> <ul style="list-style-type: none"> • Be able to integrate the overall crisis management policy of the property, formulate the strategy and direction of crisis management, and define the practical procedures for crisis management and emergency handling measures • Be able to assess and organize the resources required for crisis management and response, and be able to make allocations and coordination of relevant departments, such as formulating principles, procedures and personnel arrangements for the establishment of crisis management teams • Be able to plan emergency and contingency plans and review their effectiveness for continuous improvement • Be able to analyse information, climate, social or legal environment changes, assess types of crises, including the types, occurrence rate, degree of damage and tolerance, etc., to update crisis management strategies and contingency measures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the principles, resources and strategies of crisis management; and • Be able to assess various types of crises, plan overall crisis management policies, formulate strategies and directions, establish practical procedures for crisis management and contingency measures, review effectiveness and make continuous improvements.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Have knowledge on the safe environment of a property
Code	110421L1
Range	General work for safe environment of a property, applicable to the novices or new frontline staff in knowing the knowledge of the safe environment of a property and perform duties of patrol
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know knowledge of safe Environment</p> <ul style="list-style-type: none"> • Know the basic knowledge and requirements of escape routes, smoke doors, fire protection systems and tools of a property <p>2. Carry out patrol for safe environment</p> <ul style="list-style-type: none"> • Be able to carry out basic patrol for safe environment to ensure that escape routes are unobstructed and that smoke doors are closed at all the times • Be able to check the fire-fighting equipment according to established procedures to ensure that there is no obstruction or being removed • Be able to report to superiors of any suspected impact on the property's safe environment, such as the discovery of flammable items, damage to smoke doors, obstruction of access by debris, blocking of automatic sprinkler systems, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the basic knowledge and requirements of escape routes, smoke doors, fire protection systems and tools of a property; and • Be able to carry out basic patrol for safe environment, inspection of fire protection equipment and be able to report to superiors of any matters suspected of affecting the safe environment of the property.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out the safe environment measures of a property
Code	110422L2
Range	General work for safe environment of a property, applicable to frontline staff in understanding the knowledge of the safe environment of a property and performing duties of patrol
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand knowledge of safe Environment</p> <ul style="list-style-type: none"> • Understand the causes that affect the safe environment in a property, such as a fire or flood • Understand the location and basic use of fire protection systems and fire-fighting equipment within the areas of the guarded property <p>2. Carry out patrol for safe environment</p> <ul style="list-style-type: none"> • Be able to perform patrols effectively and identify potential fire or other environmental risks such as tinder, water, strong winds, damage to facilities, etc. • Be able to inspect and report on any signs of damage on fire protection systems and fire-fighting equipment • Be able to follow the established guidelines in the event of a fire or other accident and take the correct response measures • Be able to assist with evacuation when needed
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the causes that affect the safe environment of the property, understand the basic use of fire protection systems and fire-fighting equipment; and • Be able to carry out inspections effectively and identify potential environmental risks, inspect any signs of damage on fire-fighting systems and equipment, and be able to follow established guidelines in the event of an accident, take correct response measures and assist in evacuation properly.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates to Carry out the safe environment measures of a property
Code	110423L3
Range	Work for safe environment of a property, applicable to supervising staff in implementation of safe environment measures for properties
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with knowledge and measures of keeping safe environment</p> <ul style="list-style-type: none"> • Familiar with causes and consequences that affecting the safe environment in properties • Familiar with the steps to implement safe environment measures <p>2. Supervise subordinates to carry out measures</p> <ul style="list-style-type: none"> • Be able to apply knowledge of safe environment to guide subordinates to pay attention to daily preventive measures and accident-inducing factors, such as fire prevention measures, wind or water prevention measures, etc., to lead subordinates to maintain vigilance to prevent fire and other accidents • Be able to give clear instructions and briefings to staff members so that they can effectively implement preventive measures and keep an eye on the latest or safety risks • Be able to lead the staff to use the tools properly in response to the prescribed guidelines and the current situation in the event of a fire or other accident and/or take evacuation measures if necessary • Be able to monitor frontline personnel's competency on implementation and review other environmental factors, to make report to or advise superiors to enhance the safe environment
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with to the causes and consequences that affecting the safe environment in properties and the steps to implement the safe environment measures; • Be able to apply knowledge of safe environment to guide staff to pay attention to daily preventive measures and accident-inducing factors, and be able to lead staff to implement contingency or evacuation measures in the event of fire or other accidents; and • Be able to monitor front line staff's competency in implementation, to review other environmental factors and to make reports or recommendations to superiors to enhance the safe environment.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe
Code	110424L4
Range	Work for safe environment of a property, applicable to training subordinates in performing safe environment management and promoting awareness of safe environment to owners
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand safe environment management and its promotion methods</p> <ul style="list-style-type: none"> • Thoroughly understand the procedures of safe environment management • Thoroughly understand the ways to promote awareness of the safe environment in properties <p>2. Train subordinates to carry out safe environment measures</p> <ul style="list-style-type: none"> • Be able to train the staff in firefighting, safety in slopes and retaining walls, typhoons and rainstorms and related safety knowledge • Be able to train subordinates to organize drills for fire and hazards' prevention effectively • Be able to train subordinates to identify fire, typhoon, water damage and other unexpected loopholes in properties and give suggestions for improvement to their superiors • Be able to train staff to assist in drafting procedure manuals for carrying out safe environment inspections and reporting, process manuals and reports for various drills <p>3. Promote awareness of safe environment</p> <ul style="list-style-type: none"> • Be able to promote awareness of fire prevention, correct use of electricity/appliances, gas installations, prevention of throwing objects from heights, water safety, and responsibilities related to slopes, retaining walls, and home maintenance • Be able to liaise and arrange for relevant departments, contractors, owners, etc. to participate in fire or disaster drill, or hold activities to promote awareness of safe environment • Be able to collect information such as available resources or grants to help buildings improve safe environment management
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand Safe Environment management procedures and ways to promote awareness of safe environment awareness in properties effectively; • Be able to train subordinates to implement safe environment measures effectively, to organize drills and draft relevant procedure manuals and reports; and • Be able to promote awareness of safe environment and home maintenance responsibilities to owners effectively, be able to collect information or resources to help buildings in improving safe environment management.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Formulate and maintain a sound system and effective measures on the safety of the environment
Code	110425L5
Range	Work for safe environment of properties, applicable to the formulation and maintenance of safe environment measures
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in safe environment management</p> <ul style="list-style-type: none"> • Be proficient in procedures and legal requirements of safe environment management <p>2. Formulate safe environment measures</p> <ul style="list-style-type: none"> • Be able to write guidelines and working procedures for effective fire prevention, fire response/evacuation, slope/retaining wall safety and maintenance, typhoon and rainstorm prevention, air quality monitoring, electrical installations safety, water quality, and safe use of lifts and escalators • Be able to ensure that fire-fighting equipment, electrical/gas installations, lifts/escalators and installations or equipment in buildings are installed, supplied, used, maintained and repaired properly in accordance with relevant legislation and technical guidelines • Be able to ensure the safety of slopes and retaining walls, it will be inspected, maintained and repaired properly in accordance with the guidelines issued by the Civil Engineering and Development Department from time to time • Be able to supervise the ability of subordinates to perform safe environment management in accordance with guidelines and procedures, and plan the resources, equipment, facilities or technology required to upgrade the safe environment • Be able to write safe environment assessment forms for staff to assess and record on a daily or timely basis • Be able to assess the conditions and revise the measures for fire prevention, fire response/evacuation procedures, slopes, retaining wall safety and maintenance, typhoons and rainstorms, etc. as necessary
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • be proficient in the procedures and legal requirements of safe environment management; • Be able to write guidelines and work procedures for the safe use of each item, and be able to ensure that equipment or facility complies with relevant legal, technical and operational requirements, and to plan the resources required to enhance safe environment; and • Be able to write safe environment assessment form, be able to assess the conditions and revise safe environment measures according to needs.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Devise and continuously improve the safe environment policy
Code	110426L6
Range	Work for the safe environment of properties, applicable to planning property safe environment policies and making continuous improvements
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate safe environment policy</p> <ul style="list-style-type: none"> • Integrate principles and legislative requirements for property safe environment policy <p>2. Plan and improve continuously</p> <ul style="list-style-type: none"> • Be able to integrate and develop an overall safe environment policy for the property, including safety standards, required resources, technology, procedures and guidelines • Be able to plan and allocate the resources required for environmental policy, to coordinate the relevant departments and technologies, such as coordinating the maintenance department, the security department, and the customer service department to jointly implement fire safety measures • Be able to coordinate the formulation of various safety guidelines, including procedures and guidelines for the prevention, inspection, maintenance, response and other related procedures and guidelines for various incidents (fire, typhoon, flood, landslide, lift/elevator accident, gas leakage, water/electricity outage, etc.) to ensure compliance with legal requirements and quality standards • Be able to analyse and integrate various types of information technology, including legislation, construction technology, electrical and mechanical equipment updates, then evaluate various safety policies and to update management measures and procedures • Be able to assess and review the effectiveness of the implementation of the safe environment policy and to make continuous improvements according to the outcome
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the principles and legislative requirements of property safe environment policy; • Be able to integrate and formulate the overall safe environment policy for the property, coordinate the development of various safety guidelines to ensure compliance with legal requirements and quality standards, and integrate various information technologies to update management measures and procedures; and • Be able to assess and review the effectiveness of the implementation of the safe environment policy and make continuous improvements according to the outcome.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out basic cleaning, garbage handling and pes control works
Code	110427L1
Range	General cleaning works in properties, applicable to frontline staff in carrying out basic cleaning, garbage disposal and pest control works
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the basic cleaning works</p> <ul style="list-style-type: none"> • Know the steps and use of tools for basic cleaning, disposing of garbage and placing insecticides • Know how to pay attention to whether the roadside channel is clear and whether there is ponding of water at low-lying area <p>2. Carry out cleaning and pest control works</p> <ul style="list-style-type: none"> • Be able to perform basic steps for property cleaning, waste disposal and stagnant water clearing in accordance with established schedule • Be able to place insecticides appropriately at designated locations as instructed • Be able to carry out disinfection of public places/facilities as directed • Be able to clean up the environment properly, organize tools and materials after performing • Be able to assist with contingency work as directed, such as assisting in clearing channels or cleaning up stagnant water or debris
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the steps and use of tools for basic cleaning, disposal of garbage and place of insecticides, and know how to pay attention to water accumulation; and • Be able to perform basic steps of cleaning, garbage disposal, clearing of stagnant water, placing insecticides and disinfection in accordance with established schedules, and be able to assist in contingency work as directed.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out works on cleanliness, pest control and safety measures
Code	110428L2
Range	General cleaning works in properties, applicable to frontline staff in carrying out works on cleanliness, pest control and safety measures
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand works for control on cleanliness and safety measures</p> <ul style="list-style-type: none"> • Understand the steps and requirements of works for Control on Cleanliness • Understand the safety measures that must be taken to carry out the work <p>2. Carry out works for control on cleanliness and pest</p> <ul style="list-style-type: none"> • Be able to carry out the steps for property and environment cleaning, assist in performing deep cleaning tasks such as floor care, high/altitude cleaning, glass care and cleaning, metal/steel cleaning and care, stone cleaning and care, etc. • Be able to operate cleaning tools or equipment correctly and safely • Be able to perform disinfection work properly, check and replenish the stock of cleaning/disinfection supplies • Be able to perform pest control work as directed properly, such as placing insecticides or using pesticides in appropriate locations • Be able to inspect and report to superiors the level of cleanliness, pest control, waste disposal and recycling within the management areas • Be able to assist in contingency works for control on cleanliness • Be able to take safety measures and steps correctly in the execution of work
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the steps, requirements and safety measures for works for control on cleanliness; • Be able to perform deep cleaning, disinfection and pest control work effectively and safely, be able to inspect and reflect to superiors the level of cleanliness, pest control, waste disposal and recycling within the management areas; and • Be able to take safety measures and steps in the performance of work effectively.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures
Code	110429L3
Range	Works for control on cleanliness and infectious disease prevention in properties, applicable to supervising subordinates to implement works for control on cleanliness, pest control, infectious disease prevention and related safety measures
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with work procedures and safety measures</p> <ul style="list-style-type: none"> • Familiar with the steps and procedures for implementing control on cleanliness, pest control, and infectious disease prevention • Familiar with the safety measures that must be taken to carry out the work <p>2. Supervise the works for control on cleanliness, pest and prevention of infectious diseases</p> <ul style="list-style-type: none"> • Be able to supervise staff to inspect and improve the performance level of cleanliness, pest control, waste disposal/recycling within the properties in accordance with the relevant regulations • Be able to supervise staff to carry out the works for cleaning and tidying up on the environment of the properties, regular care or deep cleaning, pest control and infectious disease prevention in accordance with quality standards and performance pledge • Be able to arrange suitable and skilled staff to perform regular work or deal with unexpected incidents according to the needs and service standards • Be able to guide staff in disinfection, prevention and ad hoc works in response to the latest information of infectious disease, such as disinfecting public facilities, placing disinfection supplies, and handling bird carcasses or vectors according to guidelines <p>3. Supervise the implementation of safety measures</p> <ul style="list-style-type: none"> • Be able to supervise and inspect the appropriate safety measures and procedures taken by the subordinates in the implementation of works for control on cleanliness, pest control and infectious disease prevention • Be able to inspect the environment of the property, identify the potential risks of execution and give instructions to subordinates to ensure cleanliness and safety of the environment • Be able to instruct staff in the correct and safe methods to handle cleaning tools or equipment • Be able to instruct the staff to perform functional tests on cleaning tools or equipment regularly and follow up on equipment that does not meet the requirements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the steps and procedures for the implementation of control on cleanliness, pest control, infectious disease prevention, and the safety measures that must be taken to perform the work; • Be able to supervise staff in the implementation of cleaning and tidying-up of environment, regular care or deep cleaning, pest control and infectious disease prevention in the properties effectively in accordance with relevant regulations, quality standards and service commitments; and

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	<ul style="list-style-type: none">• Be able to supervise and inspect the appropriate safety measures and procedures taken by the staff in the implementation of works for control on cleanliness, pest and infectious disease prevention, and to instruct the staff in the correct and safe operation of cleaning tools or equipment.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Monitor and improve the conditions of cleanliness and management of risk
Code	110430L4
Range	Works for control on cleanliness in properties, applicable to monitoring and improving the works for control on cleanliness of properties and performing risk management
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements and procedures</p> <ul style="list-style-type: none"> • Thoroughly understand the legal requirements and enforcement procedures relating to the control on cleanliness of properties, domestic solid waste, construction waste, waste recycling, health protection or pest control, etc. <p>2. Monitor and improve the works for control on cleanliness</p> <ul style="list-style-type: none"> • Be able to monitor the relevant personnel to carry out the work of cleaning and housekeeping, pest and rodent control, waste disposal and recycling, and health protection within the property reasonably and legally • Be able to identify loopholes in the environmental hygiene or health protection, and provide suggestions for improvement to superiors basing on experience, opinions of owners, the latest information and actual needs • Be able to communicate effectively with relevant departments or subordinates to follow up and improve the environmental hygiene or pest and rodent problems • Be able to assist in the drafting of work manual, flowcharts and periodic reports for the implementation of inspections and reports for control on cleanliness <p>3. Perform risk management</p> <ul style="list-style-type: none"> • Be able to assist in the publicity, promotion, activities related to control on cleanliness, pest control, waste recycling and health protection • Be able to gather information such as available resources or grants to help properties to improve the control on cleanliness and health protection and reduce the risk of disease transmission • Be able to inspect and examine potential risks to the property environment and instruct staff to take follow-up measures to minimise the risk of disease transmission or other accidents
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the legal requirements and enforcement procedures relating to control on cleanliness, health protection or pest control thoroughly; • Be able to monitor the implementation of the cleaning and tidying, pest control and prevention and health protection work within the property reasonably and lawfully, identify loopholes in the environmental hygiene or health protection of properties, then follow up and solve the problems effectively; and • Be able to use resources and information to promote and assist properties in improving control on cleanliness and health protection, reduce the risk of disease transmission, be able to inspect and examine potential risks to the property environment, and instruct staff to take follow-up measures.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Plan as a whole on the control on cleanliness and risk management
Code	110431L5
Range	Works for control on cleanliness in properties, applicable to planning on the control on cleanliness and risk management in properties as a whole
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirements, procedures and quality standards</p> <ul style="list-style-type: none"> • Be proficient in legal requirements and guidelines relating to control on cleanliness, domestic solid waste, construction waste, waste recycling, health protection or pest control in properties • Be proficient in the working procedures and quality standards of the above items <p>2. Plan as a whole on the control on cleanliness and risk management in properties</p> <ul style="list-style-type: none"> • Be able to write a sound working guide on the control on cleanliness and health protection in properties in accordance with the law and requirements • Be able to ensure that the environment, sanitation, waste disposal, pest control and prevention of insects, rodents and infectious diseases within the management areas are effectively controlled and improved in accordance with relevant laws and regulations • Be able to select and employ suitable cleaning, pest control and waste recycling contractors and to ensure that their services meet legal requirements and quality standards • Be able to plan and organise publicity or activities to promote control on cleanliness and health protection • Be able to assess the environmental and health risks of the property, formulate preventive and contingency measures • Be able to coordinate relevant manpower arrangements, materials, equipment and technical know how to cope with daily and sudden environmental and health accidents • Be able to review the effectiveness of overall control on cleanliness and health protection and make improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in relevant legal requirements and guidelines for control on cleanliness, health protection, etc. in properties, and be proficient in relevant working procedures and quality standards; • Be able to ensure that works for environment and health, and prevention of infectious disease within the management areas are effectively controlled and improved in accordance with relevant legislation; and • Be able to assess the environmental and health risks of the property accurately, to formulate preventive and contingency measures, and be able to review and improve the implementation of the overall works on control on cleanliness and health protection
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out basic planting and cultivation works
Code	110432L1
Range	Arboriculture and horticulture in properties, applicable to performing basic planting, cultivation and gardening work in properties
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the basic knowledge of gardening</p> <ul style="list-style-type: none"> • Know the common hand tools used in arboriculture and gardening, the skills and steps for use of tools safely • Know the techniques and procedures of plant cultivation, propagation and care in properties • Know the basic working procedures of planting trees <p>2. Carry out basic works of cultivation, beautification and care</p> <ul style="list-style-type: none"> • Be able to carry out cultivation, propagation and care work such as pruning, fertilization, irrigation, soil turning and pesticide spraying in the properties as instructed • Be able to plant in gardens or other designated places in properties as instructed and to make labels and records for the plants • Be able to enclose the planting area of trees or horticulture in the properties according to the instructions of the superior • Be able to clean up the work site, maintain and store related tools properly
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the common hand tools, the skills and steps for use of tools correctly in arboriculture and gardening, know the techniques and steps of plant cultivation, propagation and care in the properties and the basic working procedures for planting trees; • Be able to carry out cultivation, propagation and care work in the properties by using appropriate tools as instructed; and • Be able to maintain and store the relevant tools properly.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out various planting, cultivation, beautification, safety, conservation and documentary works
Code	110433L2
Range	Arboriculture and horticulture in properties, applicable to carrying out planting, cultivation, beautification, safety, conservation and documentary works
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of cultivation, beautification and conservation</p> <ul style="list-style-type: none"> • Understand the techniques and procedures of cultivation, beautification and conservation in horticulture in properties • Understand the methods and steps of work safety • Understand the steps to fill in every work record <p>2. Perform cultivation, beautification and conservation works</p> <ul style="list-style-type: none"> • Be able to grow suitable plants and flowers in the nursery of a property as instructed and transplanted to an ornamental location at the appropriate time • Be able to prune and beautify all kinds of flowers and plants in the property • Be able to perform plant care work within the property, including fertilization, irrigation, soil turning, pest control or installation of protective devices, to ensure that the plants have sufficient nutrients and protection • Be able to assist in acceptance check of plants, flower potted plants or horticultural materials • Be able to assist in tree pruning within the property, or pruning to restore after tree damage, and to perform safety measures such as fixing support and enclosing working areas • Be able to properly apply personal protective equipment and follow the steps and procedures for safe work to avoid injury or accident when performing gardening work in the property <p>3. Write work record</p> <ul style="list-style-type: none"> • Be able to collect site environmental data within the property as instructed and record the relevant information • Be able to enter the tree survey data within the property into the tree database, and update the health status in a timely manner • Be able to clearly fill in work records such as plant species, planting date, fertilization or pest control records within the property
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the techniques and steps of cultivation, gardening, landscaping and conservation in properties, understand the methods and steps of work safety, and understand the steps of filling in work records; • Be able to correctly use all kinds of fertilizers, care agents/insecticides, pruning tools, etc., in planting, caring beautification, pruning and other works in horticulture in the property, and correctly implement safety measures to avoid accidents during work; and

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	<ul style="list-style-type: none">• Be able to collect site environment data within the property correctly, clearly and accurately fill in the work records related to planting and care, and clearly record the information of trees within the property.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates to carry out various arboriculture and horticulture works, beautification, caring, safety and documentary works
Code	110434L3
Range	Arboriculture and horticulture in properties, applicable to supervising the staff to perform the beautification, maintenance, safety and documentation of all kinds of trees or flowers and plants in the property
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the knowledge of cultivation, landscaping, and conservation of plants and trees</p> <ul style="list-style-type: none"> • Be familiar with the steps and procedures of cultivation, landscaping and tree conservation in properties • Be familiar with the procedures of work safety and risk assessments • Well understand in the main points of legal requirements and guidance related to tree conservation in properties <p>2. Supervise the works on landscaping and conservation of plants and trees</p> <ul style="list-style-type: none"> • Be able to lead subordinates or contractor's staff in various horticultural and tree beautification, pruning, care and conservation duties within the property • Be able to advise superiors on the matching of floral and plant varieties or the design of the garden in the property • Be able to check and accept purchased floral plants in accordance with the established specifications • Be able to supervise the planting, transplantation, pruning, removal and removal of stumps in the property to ensure the compliance with conservation and safety guidelines • Be able to assist in the acceptance of horticultural or tree works completed by contractors within the property and to follow up on post-period care • Be able to supervise the growth status of plants and trees in the property and provide advice on pruning and conservation methods <p>3. Supervise the work safety and documentation</p> <ul style="list-style-type: none"> • Be able to supervise the strict compliance of safety guidelines and procedures when performing gardening or tree work in the property • Be able to conduct a preliminary risk assessment of the landscape or trees within the boundary of the property and instruct the staff to implement the corresponding safety measures • Be able to supervise the staff to conduct tree survey and health examination within the property, enter and update information and health conditions, and follow up on the required conservation work • Be able to verify relevant work records and logs, regularly review the growth and conservation status of plants in the property, and make suggestions for improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the steps and procedures of cultivation, horticultural beautification and tree conservation in the property, be familiar with the procedures and risk assessments for work safety, and well understand the main points of legal requirements and guidance related to tree conservation in the property;

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	<ul style="list-style-type: none">• Be able to combine knowledge of the matching of various floral and plants and supervise the landscaping and care duties within the property, including the acceptance of purchased floral plants;• Be able to supervise the health of trees in the property, supervise the planting, transplantation, pruning, removal and removal of stumps in the property in accordance with the legal requirements and guidelines; and• Be able to conduct a preliminary risk assessment of the garden or tree area within the property, effectively supervise the strict compliance with safety guidelines and procedures when carrying out gardening or tree work in the property, regularly supervise the tree survey and health inspection, and make improvement suggestions to the superiors.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Monitor the caring, safety and management of arboriculture and horticulture works
Code	110435L4
Range	Arboriculture and horticulture in properties, applicable to the supervision of management on horticulture, tree conservation, work safety and risk in the property
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand cultivation, landscaping and tree conservation management</p> <ul style="list-style-type: none"> • Thoroughly understand in the principles and management procedures of cultivation and landscaping and tree conservation in the properties • Thoroughly understand in work safety and risk management • Thoroughly understand the legal requirements and practical guidelines related to tree conservation <p>2. Monitor the works on landscaping, conservation and tree management</p> <ul style="list-style-type: none"> • Be able to monitor the proper arrangement of relevant personnel for gardening and landscaping work in the property • Be able to advise superiors on the design of gardens, landscape, planting environments and nursing facilities within the property • Be able to arrange bidding for quotations for the procurement of floral plants, horticultural beautification and landscaping services in accordance with the Code of Practice issued under the Building Management Ordinance and other relevant legislation • Be able to effectively supervise the work of flower and plant suppliers, horticultural beautification and landscape contractors in the property • Be able to organize and compile tree or horticultural inspection programmes and item lists in the property, and monitor the completion of inspections and conservation work by subordinates • Be able to draft regular reports on the works of gardening and landscaping of the property • Be able to collect opinions from owners/customers on the gardening and trees in the property and make suggestions for improvement to the superiors • Be able to promote owners/customers to participate in activities related to greening and tree conservation, such as farmers' nurseries or plant recycling/exchange <p>3. Monitor the work safety and risk management in horticulture and arboriculture</p> <ul style="list-style-type: none"> • Be able to draft safety guidelines and codes of practice for horticulture and arboriculture within the property • Be able to monitor work procedures and measures for the safety management of horticulture or arboriculture in the property • Be able to conduct risk assessments of the landscape or trees within the boundary of the property and draft work and safety management plans • Be able to review the property environment and tree growth, conduct regular assessments before typhoons and rainstorms, and guide subordinates in implementing protection and preventive measures
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none">• Be able to thoroughly understand the principles and management procedures of cultivation and landscaping, tree conservation in the property, work safety and risk management, and the legal requirements and practical guidelines related to tree conservation;• Be able to effectively implement the management of horticultural landscaping care and tree conservation in the property in a comprehensive manner subject to the knowledge in horticultural beautification, legislation and codes of practice, and propose suggestions for improvement of horticulture and arboriculture according to the property environment and the opinions of the owners; and• Be able to effectively monitor and manage horticulture and arboriculture in the property and their safety management procedures and measures, able to conduct risk assessments of the garden or trees within the property, and draft appropriate work and safety management plans.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works
Code	110436L5
Range	Arboriculture and horticulture in properties, applicable to overall planning and coordinating on gardening, landscaping and tree conservation, safety and management within the property
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in planning, landscape and tree conservation management</p> <ul style="list-style-type: none"> • Be proficient in the overall planning of the management plan of gardening, landscaping and tree conservation in the property • Be proficient in the planning principles of overall safety and risk management in the property and the relevant legislation of horticulture and arboriculture <p>2. Coordinate and plan landscape and tree conservation management</p> <ul style="list-style-type: none"> • Be able to finalize the overall design of gardens, landscape and trees within the property • Be able to review the service performance of the contractors and suppliers of landscaping, tree conservation in the property accurately • Be able to select and hire suitable suppliers and contractors of flowers and plants, horticultural beautification and maintenance, and tree conservation • Be able to coordinate landscape contractors, property management and facility maintenance contractors, etc., to provide a good and suitable environment and facilities for the garden or planting area to help the growth of various plants within the property • Be able to make regular and continuous improvements to the landscape in the property in response to climate and environment, advice from owners/customers and other professional opinions • Be able to refer to the latest technology or plant varieties, choose appropriate plant or conservation techniques to regularly update or improve the garden design within the property • Be able to plan the management programmes for landscaping and tree conservation within the property, including quarterly, annual and long-term plans, and supervise subordinates and contractors to implement effectively <p>3. Coordinate and plan the work for safety and risk management in horticulture and arboriculture</p> <ul style="list-style-type: none"> • Be able to coordinate staff, maintenance contractors and other departments to promote safety and risk management of horticulture and arboriculture in the property • Be able to review and improve work safety and risk management procedures by referring to the latest cases or incidents • Be able to plan procedures and resources for safety and risk management, such as talent and technical training, equipment and facilities, communication and division of responsibilities in case of emergency, etc. • Be able to conduct a detailed investigation into the causes and circumstances of the incident after its happening, review the performance of the staff and operating procedures, and make appropriate amendments and improvements
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none">• Be proficient in the overall planning of the management of horticultural beautification and tree conservation in the property, and be proficient in the planning principles of overall safety and risk management, and the relevant legislation of horticulture in the property and;• Be able to effectively coordinate and plan the overall landscaping and tree conservation management plan within the property, select and employ suitable suppliers and contractors, and effectively supervise the staff and contractors to perform the provision of high-quality products or services in accordance with the service contract; and• Be able to coordinate staff, contractors and other departments to promote safety and risk management of horticulture and arboriculture in the property, plan the resources required, and regularly and continuously review and improve the work safety and risk management procedures in response to the environment and accidents.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out daily works on carpark and private road
Code	110437L1
Range	General work of carpark and private road in properties, applicable to carrying out daily works on carpark and private road
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the common problems in carpark and private road</p> <ul style="list-style-type: none"> • Know the common problems in carpark and private road • Know the general rules for carpark and private road <p>2. carry out daily works</p> <ul style="list-style-type: none"> • Be able to patrol carpark and private road according to instructions • Be able to record and report on the usage of carpark and private road in accordance with established procedures • Be able to advise the client/vehicle owner or report to the superior when a violation is found, such as illegal parking, blocking the passage, smoking, and parking without switching off engine, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the common problems and general rules for carpark and private roads; and • Be able to patrol the carpark and private roads in accordance with the established procedures, advise the clients/vehicle owner and report to the superior when any violations are found.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out works on private road and carpark control
Code	110438L2
Range	General work of carpark and private road in properties, applicable to the implementation of control on carpark and private road in properties
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the rules of carpark and private road</p> <ul style="list-style-type: none"> • Understand the boundary of carpark and private road, rules and regulations for use and the methods of dealing with violations <p>2. Carry out duties of control on carpark and private road</p> <ul style="list-style-type: none"> • Be able to follow established guidelines and procedures to enforce rules for the use of carpark and private road, to prevent illegal parking, blockages, smoking, idling of car engines and other violations • Be able to follow the instructions of superior to perform the steps of impounding a vehicle in an orderly and correct manner, such as issuing notices, contacting the owner, using the impounding device correctly, taking photos/video, archiving, etc. • Be able to assist in regulating the parking in carpark and direct the flow of vehicles on private road in respond to the situation • Be able to check whether street signs or directory, lighting, road boundary or direction indications, road conditions and other equipment or installations are in good condition when patrolling around carpark and private road, and can report any defects to superiors • Be able to assist in handling accidents in carpark or private road as directed by superior, such as car breakdowns, vehicle collisions, theft, damage to facilities, etc. • Be able to assist in persuading hawkers or unauthorized publicity and promotions to leave as instructed by superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the boundary of carpark and private road, the rules and regulations for use, and the methods of dealing with violations; and • Be able to follow the established guidelines and procedures, enforce the rules for the use of carpark and private roads, control vehicle parking or traffic properly, be able to perform the steps of impounding vehicle correctly, and be able to assist in handling accidents in carpark or private roads according to the instructions of superiors.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates to carry out works on private road and carpark control
Code	110439L3
Range	Works of carpark and private road in properties, applicable to supervising subordinates to carry out works on private road and carpark control
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the rules and control measures of carpark and private road</p> <ul style="list-style-type: none"> • Familiar with the basic rules and regulations, control measures and law of carpark and private road <p>2. Supervise subordinates to carry out measures on carpark and private road control</p> <ul style="list-style-type: none"> • Be able to lead and supervise subordinates in the implementation of carpark and private road control work in a property, including the control of vehicle parking, traffic flow, exhaust emissions, engine idling, using of horn unnecessarily, smoking and other irregularities • Be able to supervise the subordinates to inspect the air and lighting conditions of the carpark within the boundary of the property, inspect the road signs, markings, lighting, equipment and pavement conditions of private roads, and follow up on the deficiencies or report to the superiors • Be able to issue instructions to subordinates correctly to impound cars, tow cars, and persuade hawkers to leave in accordance with the relevant regulations • Be able to supervise the access control system in the carpark and private road, instruct subordinates to follow up on special or irregular situations, and make suggestions for improvement to the superior on common problems • Be able to arrange manpower immediately, and instruct subordinates to deal with unexpected accidents in carpark or private road, such as car breakdowns, vehicle collisions, theft, and damage to facilities • Be able to review the effectiveness of front-line staff in enforcing control, to improve staff skills and competency in dealing with emergencies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the basic rules and regulations, control measures and law of carparks and private roads control; • Be able to lead and supervise the subordinates in the implementation of carpark and private road control work, supervise the subordinates to inspect the air and lighting conditions of the carpark and private road within the property in accordance with the relevant regulations, and make suggestions for improvement to the superiors on common problems; and • Be able to instruct subordinates immediately to deal with unexpected accidents in carpark or private roads, be able to review the effectiveness of the control work of frontline staff, to improve staff skills and competency in dealing with emergencies.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Monitor and manage the works on private road and carpark control, and improve the conditions
Code	110440L4
Range	Management of carpark and private road in properties, applicable to monitoring and managing carpark and private road control measures and improving the situation in properties
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the law and control measures in carpark and private road</p> <ul style="list-style-type: none"> • Thoroughly understand the legal requirements, rules and control measures of carparks and private roads <p>2. Monitor and manage the control on carpark and private road in a property</p> <ul style="list-style-type: none"> • Be able to monitor the implementation of control measures of carpark and private road within the boundary of the property reasonably and lawfully • Be able to liaise with various departments, contractors or staff to maintain the air quality and lighting conditions of the carpark, the marking and indication of private roads, the maintenance status of equipment and pavements within the property effectively, and follow up on relevant maintenance and improvement work • Be able to monitor and do the statistics on the cases of violation, collect and analyse relevant information and make suggestions for improvement to superiors to reduce irregularities • Be able to give advice to superiors on the improvement of control based on past experience and practical needs • Be able to draft rules and precautions for the use of carpark and private road in accordance with the legal requirements and the deed of mutual covenant of the building, and be able to promote them to owners/vehicle owners • Be able to suggest improvements on the access control and surveillance system of carpark and private road according to the latest technological developments, the requirements of owners and the practical needs
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the legal requirements, rules and control measures of carparks and private roads thoroughly; • Be able to supervise the implementation of the control measures of carpark and private road within the property reasonably and lawfully, be able to collect and analyse data on irregularities and make suggestions for improvement to their superiors; and • Be able to draft rules for the use of carpark and private road in a property in accordance with legal requirements and deed of mutual covenant of the building, and promote them to owners/vehicle owners.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Plan as a whole on private road and carpark control, and improvement
Code	110441L5
Range	Management of carpark and private road in properties, applicable to planning as a whole on private road and car park control, and improvement
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in law and control measures in carpark and private road</p> <ul style="list-style-type: none"> • Proficient in law, rules and control measures of carpark and private road, and the relevant terms of the deed of mutual covenant of the building <p>2. Plan as a whole on the carpark and private road control</p> <ul style="list-style-type: none"> • Be able to write complete rules and control measures for carpark and private road of properties in accordance with legal requirements and the clauses of the deed of mutual covenant of the building • Be able to formulate clear work guidelines in accordance with legal requirements, control measures, quality management requirements and practical needs, and be able to manage the effective implementation of subordinates • Be able to plan and coordinate the required resources, including contractor and manpower arrangements, equipment, facilities, etc., to ensure the space, exhaust emissions, air quality, lighting conditions, markings and signs, equipment and pavement maintenance conditions, hawkers and access control of the carpark and private road can be effectively managed in accordance with the relevant legislation <p>3. Review and improve the management and operation of carpark and private road</p> <ul style="list-style-type: none"> • Be able to review the control and operations of carpark and private road, and to review and improve relevant management procedures or measures • Be able to plan and implement carpark and private road improvement programmes or amendments to control measures in response to changes in legislation, the environment or technology
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in rules and control measures of carpark and private road and the relevant terms of the deed of mutual covenant of the building; • Be able to write complete rules and control measures for the use of carpark and private roads of properties in accordance with the requirements of the law and the clauses of the deed of mutual covenant of the building, to formulate clear work guidelines, and be able to manage the effective implementation of the staff, and be able to plan and coordinate the required resources to ensure the control measures in carpark and private roads of the property are effectively enforced in accordance with relevant legislation; and • Be able to review operations, to plan and implement improvement programmes or amendments to control measures in response to changes in legislation, environment or technology.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Carry out environment protection works
Code	110442L2
Range	General works of environment protection in properties, applicable to frontline staff in carrying out the environment protection works in a property
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general environment protection works</p> <ul style="list-style-type: none"> • Understand the general environmental protection measures, statutory noise abatement periods and common sources of noise • Understand the common environmental damages within the property environment, such as renovation dust, dumping of construction waste, sewage, electronic waste, waste of energy, violations of environmental protection measures, etc. <p>2. Carry out environmental protection measures</p> <ul style="list-style-type: none"> • Be able to follow work guidelines to carry out the established steps for energy conservation, emission reduction and waste reduction • Be able to pay attention to fitting-out or other works, to prevent violations of guidelines or damage to the environment, such as fitting-out noise and dust, dumping of construction waste, sewage, etc., to remind occupiers of the matters that should be noted • Be able to assist in the implementation of environmental protection measures, keep an eye on the conditions of environmental protection in the property, and pay attention to and report to superiors any damages to the environment
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the general environmental protection measures, noise abatement and common environmental damages in properties; and • Be able to assist in the implementation of environmental protection measures, pay close attention to the condition of property environmental protection, follow up on the owner/occupier's damage to the environment and report to the superior, and effectively implement the steps of energy conservation and waste reduction according to the work guidelines.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise subordinates to carry out environmental protection works
Code	110443L3
Range	General works of environmental protection in properties, applicable to supervising subordinates in performing environmental protection works
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Master the requirements of environmental protection</p> <ul style="list-style-type: none"> • Master the general requirements of the environmental protection measures and statutory requirements of noise control • Master the relevant provisions of the deed of mutual covenant of the building, fitting-out guidelines or house rules to protect the environment <p>2. Supervise subordinates to carry out environmental protection works</p> <ul style="list-style-type: none"> • Be able to lead subordinates in the implementation of environmental protection measures within the management areas, such as energy conservation, waste reduction, air quality improvement and other environmental protection measures • Be able to supervise subordinates to inspect and improve the performance level of waste disposal/recycling, noise control and other environmental protection measures in the property in accordance with the relevant regulations • Be able to give advice and directions on noise control and environmental protection to owners/occupiers in accordance with the relevant ordinances • Be able to supervise subordinates to inspect the renovation and waste disposal condition, air or water pollution, etc. in accordance with the relevant regulations, fitting-out guidelines and house rules, etc., and prevent damages to environment
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to master the environmental protection measures and statutory requirements of noise control, and relevant provisions of the deed of mutual covenant of the building, Fitting-out guidelines or house rules for the protection of the environment; and • Be able to apply the relevant ordinances, fitting-out guidelines and house rules to inspect the implementation of fitting-out and environmental protection measures, and be able to give directions and advices to owners/occupiers properly if there is any violation.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Monitor and manage environmental protections works and improve the conditions
Code	110444L4
Range	Works of environmental protection in properties, applicable to monitoring, managing and improving the situation
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the legal requirements of environmental protection</p> <ul style="list-style-type: none"> • Thoroughly understand the environmental protection measures and statutory requirements of noise abatement, as well as the legal requirements written in Level3 and the scope of application in properties • Thoroughly understand the provisions of deed of mutual covenant, fitting-out guidelines, house rules for environmental protection and their application methods <p>2. Manage and monitor the conditions of environmental protection</p> <ul style="list-style-type: none"> • Be able to manage and monitor the implementation of waste disposal and recycling, and energy conservation reasonably and legally, and manage any air ventilation, exhaust emission of vehicles, noise and other irregularities within the property • Be able to monitor and manage the environmental protection status of the property and monitor the effectiveness of various control measures • Be able to provide advice to superiors on improvement of control based on experience and practical needs • Be able to monitor the progress of emission reduction, waste reduction and recycling, supervise the effective implementation of relevant measures by subordinates, and collect relevant information and data to perform quality management or participate in certification scheme of environmental protection <p>3. Promote activities of environmental protection</p> <ul style="list-style-type: none"> • Be able to collect the latest information of environmental protection and promote environmental awareness to owners/occupiers • Be able to assist in the holding of activities for promotion of awareness in environmental protection
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the relevant legislations of environmental protection and their application in properties; • Be able to monitor and manage the implementation of environmental protection measures in properties and provide improvement suggestions to superiors; • Be able to collect the latest information of environmental protection and organize activities to promote environmental awareness to property owners/occupiers.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Plan as a whole the environmental protection works and improve the management
Code	110445L5
Range	Works of environmental protection in properties, applicable to the overall planning and management of environmental protection and improvement works
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirements and policies of environmental protection</p> <ul style="list-style-type: none"> • Proficient in and able to integrate the statutory noise control, as well as the legal requirements in line with Level 3, and the deed of mutual covenant, fitting-out guidelines and house rules of the building • Proficient in environmental protection measures and policies introduced by relevant government departments <p>2. Formulate rules and guidelines</p> <ul style="list-style-type: none"> • Be able to write appropriate work guidelines and house rules for fitting-out and environmental protection in accordance with legal requirements and the deed of mutual covenant of building • Be able to plan and coordinate the various departments and contractors in the collection of information and data related to energy conservation, recycling, waste reduction and other environmental protection measures, then to review the effectiveness and make improvement <p>3. Plan as a whole and improve the works</p> <ul style="list-style-type: none"> • Be able to coordinate with various departments to plan as a whole and promote environmental protection works, such as managing the progress of waste reduction and recycling in a property, ensuring that the household noise, energy use, vehicle exhaust emissions, air quality, waste disposal and recycling, etc. are effectively controlled and improved in accordance with relevant legislations • Be able to ensure that construction waste and sewage from the property are properly disposed of or discharged in accordance with the relevant legislations • Be able to select and appoint suitable contractors to deal with waste, recycling, discharge of sewage and other matters • Be able to promote environmental information and organise activities to promote environmental awareness, such as participating in environmental projects or competitions • Be able to use and develop resources to promote the overall environmental protection and improvement works
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in and be able to integrate environmental protection legislations, relevant provisions in the deed of mutual covenant of the building, and be proficient in government environmental policies and measures; • Be able to write appropriate work guidelines and house rules for fitting-out and environmental protection, to coordinate with various departments or contractors and plan as a whole to collect information and data on environmental protection works, and then review the effectiveness and make improvement; and

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Functional Area - Management of the Environment of a Property

	<ul style="list-style-type: none">• Be able to effectively coordinate with the various departments, manage the progress of environmental protection works, and to ensure that the property complies with legal requirements, and use resources to promote environmental protection.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Plan on environmental protection and management policy
Code	110446L6
Range	Environmental protection works in properties, applicable to the planning of overall environmental protection and management policies
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate environment protection policies</p> <ul style="list-style-type: none"> • Integrate and evaluate government Environmental protection policies and their long-term impact • Integrate social demands, advanced knowledge of building energy and environmental protection <p>2. Plan on environmental policies and measures</p> <ul style="list-style-type: none"> • Be able to maintain a close relationship with environmental groups • Be able to integrate the new environmental facilities in properties and introduce suitable environmental devices • Be able to plan and allocate resources, including manpower, technology, finance and space, to develop property environmental projects and sustainable development measures • Be able to integrate the demands of owners/occupiers and society, then review and revise environmental protection measures such as waste/sewage disposal, energy conservation, noise abatement and air circulation, etc. regularly
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate government environmental protection policies, advanced knowledge and social demands; and • Be able to integrate information and allocate resources to plan the environmental policies of the property effectively, including reviewing and revising environmental protection measures such as waste/sewage disposal, energy conservation, noise abatement and air circulation.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Check and follow up on the service procedures and conditions of the service contractors
Code	110447L2
Range	General works of outsourcing management in properties, applicable to frontline personnel in checking and following up on the service of general service contractors
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the scope of service of the contractors</p> <ul style="list-style-type: none"> • Understand the scope of services and procedures of the major service contractors, such as security, cleaning, gardening, tele-communications, transportation, etc. <p>2. Inspect the service procedures of contractors</p> <ul style="list-style-type: none"> • Be able to accurately record the contractors' services by using the prescribed forms as required • Be able to follow the instructions of the superior, regularly or spot check the service procedures and status of the service contractors; be able to remind the contractor and report to the superior if there is a violation of the procedure or service failure • Be able to issue work orders to contractors as instructed by the superior and follow up until completion
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the scope of services and procedures of the major service contractors; and • Be able to accurately record the service conditions of the contractors, be able to check whether the contractor's service complies with the procedures according to the instructions of the superior, and report to the superior if there is violation or failure, then follow-up.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Supervise the service contractors to carry out the contract and performance pledge
Code	110448L3
Range	General works of outsourcing management in properties, applicable to supervising service contractors to carry out the contract and performance pledge
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with scope of service and performance pledge</p> <ul style="list-style-type: none"> • Familiar with the scope of service and main contract terms of the major contractors, such as manpower establishment, working schedule, work content, etc. • Familiar with the performance pledge of the major contractors <p>2. Supervise the works of contractors</p> <ul style="list-style-type: none"> • Be able to supervise the service conditions of the major contractors and monitor whether the contractor provides services in accordance with the requirements of the contract • Be able to monitor whether the safety measures, services or construction procedures, materials or quantities, frequency, etc. done by the contractor comply with the requirements of the contract and the law when providing services or works • Be able to check whether the contractor has violated the procedures or has deficiency, and then give advices and requests to the contractor for follow-up or improvement • Be able to discuss the service or works with the site foreman regularly, and follow up until the outsourcing work is completed • Be able to assist superiors in checking the information of the contractor's service report
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the scope of services, major contractual terms and performance pledge of major contractors; and • Be able to effectively supervise the contractor to provide services in accordance with the contractual requirements, procedures and service commitments, check the contractor's violations or non-compliance, and then follow up and improve.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Manage the service contractors and monitor the service quality
Code	110449L4
Range	Works for management of outsourcing in properties, applicable to the management of services contractors and monitoring of contractors' service quality
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the standard of service quality</p> <ul style="list-style-type: none"> • Thoroughly understand the service requirements and quality standards of the service contractors requested by owners/customers • Thoroughly understand the methods and procedures of managing the service contractors <p>2. Monitor service quality</p> <ul style="list-style-type: none"> • Be able to draft inspection forms or procedures for regulating contractor services, including daily records, inspection items, quality levels, etc. • Be able to monitor contractors in the provision of services or work procedures to ensure the compliance with contract requirements and legislation • Be able to carry out regular or spot check of the service level and quality of the contractors, assess whether the service procedures or methods can meet the service quality requirements, to make requests for improvement, or make suggestions to the superior • Be able to discuss the quality of service or works with the contractors, improve the service quality of the contractors, and ensure that the contractors can provide support to deal with any emergency of the property relating to their outsourcing works • Be able to collect customer/owner opinions on contractors' service • Be able to monitor information and documents submitted by contractors, such as insurance, certificates, etc., and to verify the accuracy of service reports and information of invoice
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the service requirements and quality standards of the service contractors requested by owners/customers, and thoroughly understand the methods and procedures of managing the service contractors; • Be able to monitor the procedures and quality of the services provided by the contractors and to ensure compliance with customer expectations, contractual and legal requirements, to request for contractors' improvement or to make recommendations to superiors; and • Be able to collect customer opinions on the contractors' service and verify the accuracy of contractors' documents, reports and invoices.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan
Code	110450L5
Range	Works for management of outsourcing in properties, applicable to the formulation of the outsourcing contracts, performance pledge, quality assessment and management plan
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in main items of contracts and quality assessments</p> <ul style="list-style-type: none"> • Proficient in the main items of the service contracts and the principles of the performance pledge • Proficient in the main points and methods of quality assessment for contractors <p>2. Plan as a whole on contract management</p> <ul style="list-style-type: none"> • Be able to plan as a whole on the performance of various service contracts of the property, including human resources and cost control, service level and standards, safety management, communication and reporting, etc. • Be able to understand the expectations and requirements of the owner/customer, and clearly state the service requirements and standards in the service contract and performance pledge • Be able to establish partnerships with contractors, thus to familiarize with the latest technologies or market trends • Be able to analyse reports submitted by contractors on a regular basis, review the performance of contracts with contractors, and improve the service quality • Be able to discuss or negotiate with contractors on matters related to contract renewal, termination, or service handover, etc. <p>3. Plan as a whole on quality assessment</p> <ul style="list-style-type: none"> • Be able to enable contractors to have a clear understanding of service standards and quality requirements, and the ways of quality assessment • Be able to assess the service quality of the contractors according to the company's requirements or quality management system, and evaluate whether the contractor can meet the standards for bidding • Be able to assess the contractor's service compliance, review the service quality of the contractors, the effectiveness of resource coordination, and make suggestions and guidance for the contractors to improve the service continuously • Be able to enforce a system of rewards and penalties for contractors objectively
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the main items of the service contracts and the principles of the performance pledge, and be proficient in the main points and methods of quality assessment; • Be able to plan as a whole on the performance of each service contract of the property, clearly state the service requirements and standards in the contract and performance pledge, to review the performance of the contract with the contractors to enhance the quality of the services; and

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	<ul style="list-style-type: none">• Be able to assess the service quality of the contractors according to the company's guidelines or quality management system, to review the effectiveness, and enable the contractors to make continuous improvements.
Remark	

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Functional Area - Management of the Environment of a Property

Title	Devise the system for management of service contractors, quality enhancement and the management policy
Code	110451L6
Range	Works for management of outsourcing in properties, applicable to planning on contractor management systems, quality improvement and management policies
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate systems of contractor management</p> <ul style="list-style-type: none"> • Integrate the systems of contractor management and policies of quality improvement <p>2. Plan the management systems and policies</p> <ul style="list-style-type: none"> • Be able to plan and implement the contractor management system, including the requirements and procedures for approval of listed contractors, contractors' communication and reporting procedures, procedures of supervision, inspection and follow-up of contractor's services, mechanism of rewards and penalties, etc. • Be able to maintain cooperation and close contact with contractors or organisation of contractors, evaluate the latest market trends, and then introduce the latest or best service delivery methods or standards • Be able to plan the contractor quality assessment system, including setting quality standards and levels, regulating the quality and reporting methods, assessment methods, the measurement indicators or scoring standards, etc., and be able to assess the service level and quality of contractors objectively and effectively • Be able to introduce ways to improve the service quality of contractors and enhance service quality continuously
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to Integrate the systems of contractor management and policies of quality improvement; • Be able to plan and implement the contractor management system and quality assessment system to manage and assess the service quality and level of contractors effectively, and introduce methods for improvement to improve service quality continuously.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Report damages and irregular conditions of a property and follow up on the works order
Code	110452L1
Range	General works of daily and periodic maintenance in properties, applicable to frontline personnel in reporting damages and irregularities within the watch boundary in properties, and following up work orders
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. know the area, environment and facilities of property</p> <ul style="list-style-type: none"> • know the exact location of the building services system and installations within the property • know the common damages and defects of the property <p>2. Record and report</p> <ul style="list-style-type: none"> • Be able to detect damages or malfunctions within the property and properly record the exact location and abnormal conditions of the defects • Be able to follow up the maintenance and work order, check the location of the defects and irregularities, and do the repair or report to superior • Be able to accurately and promptly notify superior to arrange repairs • Be able to follow up and inspect, then report on the results of repairs • Be able to assist in following up on preparation works for maintenance and assist in handling emergency repair works as instructed
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the exact location of the building services system and installations within the property, know the common damages and defects of the property; and • Be able to detect damages or malfunctions within the property, properly record the exact location and conditions, be able to follow up on work orders of maintenance, and accurately notify the superiors to arrange repair promptly
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Carry out general repair and maintenance works
Code	110453L2
Range	General works of daily and periodic maintenance in properties, applicable to frontline personnel in performing general plumbing and electrical repair and maintenance works
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand plumbing and electrical installations in properties</p> <ul style="list-style-type: none"> • Understand the basic set up and principles of normal plumbing and electrical installations and systems • Understand the use of maintenance and testing tools on normal plumbing and electrical installations and systems <p>2. Carry out general plumbing and electrical repairs</p> <ul style="list-style-type: none"> • Be able to carry out regular or spot check on the functions of the plumbing and electrical installations and systems according to the maintenance schedule, and be able to notify the superior and the relevant contractor instantly if there is any abnormal signals or conditions • Be able to use maintenance and testing tools of plumbing and electrical systems safely and correctly • Be able to carry out minor repairs or replacements of plumbing and electrical installations and systems in accordance with the safety and technical guidelines prescribed by law • Be able to keep various types of machine rooms, switch rooms and workshop neat and tidy • Be able to keep proper maintenance, cleaning and storage of the maintenance and testing tools • Be able to follow up on repair and maintenance works and to deal with emergency repairs of plumbing and electrical system as instructed
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the basic set up and principles of general plumbing and electrical installations and systems, and understand the use of testing and maintenance tools; and • Be able to safely and correctly use the testing and maintenance tools of general plumbing and electrical systems, and carry out minor repairs or replacements in accordance with the safety and technical guidelines prescribed by law, and be able to follow up on the maintenance works and deal with emergency repairs of plumbing and electrical systems according to instructions.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Carry out general carpentry and ironmongery repair and maintenance works
Code	110454L2
Range	General works of daily and periodic maintenance in properties, applicable to performing routine repair and maintenance works on carpentry and ironmongery (including steel)
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the repair of carpentry and ironmongery (steel and other metals)</p> <ul style="list-style-type: none"> • Understand the common problems, maintenance needs and repair methods of carpentry and ironmongery works (including steel or other metals) in the property <p>2. Carry out repair and maintenance of carpentry and ironmongery (steel and other metals)</p> <ul style="list-style-type: none"> • Be able to inspect, repair or replace damaged wooden, iron, steel, bronze or other metal facilities in the common areas of the property • Be able to regularly inspect the wooden, iron, steel, bronze or other metal facilities and installations in the property according to the maintenance schedule or instructions of the superior, and to perform daily maintenance and repair work, such as cleaning or patch-up, applying wood oil, steel oil, copper oil, etc. • Be able to clean and maintain all types of tools, and keep the workshop neat and tidy • Be able to assist in emergency as directed, such as fixing boards or removing dangerous metal fixtures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the common problems, maintenance needs and repair methods of carpentry and ironmongery works including steel and other metal works in the property; and • Be able to apply knowledge to maintain wooden, iron, steel, bronze or other metal facilities in common areas effectively and to repair or replace any damaged installations properly.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Carry out general concrete repair and maintenance works
Code	110455L2
Range	General works of daily and periodic maintenance in properties, applicable to carrying out routine concrete repair and maintenance works
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand cement/concrete works</p> <ul style="list-style-type: none"> • Understand the maintenance needs, repair and maintenance methods of cement sand screeding, concrete surfaces, wall tiles and other surfacing <p>2. Carry out repair and maintenance for cement/ concrete works</p> <ul style="list-style-type: none"> • Be able to carry out minor repairs to damaged and spalling concrete, surfaces, wall tiles or other surfaces in the common parts of the property in accordance with the safety and technical requirements prescribed by law • Be able to regularly inspect the cement sand screeding, concrete surfaces, wall tiles or other surfaces of the property according to the maintenance schedule or instructions of the superior, carry out daily maintenance and repair work, and reduce unexpected accidents, such as removing wall tiles or concrete that show signs of loosening • Be able to clean and maintain all kinds of tools, and to keep the workshop neat and tidy • Be able to assist in emergency situations as directed, such as the immediate removal of dangerous and spalling concrete, wall tiles, or concrete fixtures, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the maintenance needs, repair and maintenance methods of cement sand screeding, concrete surfaces, wall tiles or other surfaces; and • Be able to apply knowledge to effectively inspect and maintain cement sand screeding, concrete surfaces, wall tiles or other surfaces and installations in the common parts of the property, and carry out repair to the damaged parts.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Organize and check the repair and maintenance works of the building, building facilities and services
Code	110456L3
Range	Works of daily and periodic maintenance in properties, applicable to inspection and organisation of practical repair and maintenance of buildings, building services and facilities
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with services and facilities</p> <ul style="list-style-type: none"> • Familiar with the configuration, structure, function and operation mode of building services and facilities within the property <p>2. Organize repair and maintenance works</p> <ul style="list-style-type: none"> • Be able to assign staff to inspect the common parts of the building, the common facilities, equipment, and supervise subordinates or maintenance contractors to perform daily maintenance and repair work • Be able to supervise the maintenance and repair work in accordance with the maintenance schedule, procedures or the specifications of contract, and ensure the works are complying with the standards, procedures and timeframe • Be able to perform the checking and acceptance procedures for general maintenance and repair works • Be able to inspect the materials or tools required for maintenance and repair, and to ensure that the staff cleans and organizes the repair tools and workshops properly • Be able to monitor and review the technical skills of the subordinates, provide technical guidance to the subordinates, and suggest ways to improve the technical skills to the superior when necessary • Be able to provide suggestions on repair methods (repair or replacement) to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the configuration, structure, function and operation mode of building services and facilities within the property; and • Be able to organize inspections, repairs and replacements systematically, supervise the subordinates or maintenance contractors to provide maintenance and repair work that meets the standards and procedures on time, be able to perform checking and acceptance procedures, and be able to make suggestions on general repair methods to superiors
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Manage the operational repair and maintenance works of the building, building facilities and services
Code	110457L4
Range	Works of daily and periodic maintenance in properties, applicable to managing the practical repair and maintenance of buildings, building services and facilities
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal and technical requirement</p> <ul style="list-style-type: none"> • Thoroughly understand the knowledge of relevant legislation, codes of practice and technical requirements relating to buildings, building services and facilities <p>2. Perform management of practical repair and maintenance</p> <ul style="list-style-type: none"> • Be able to supervise relevant personnel to carry out the inspection, maintenance and protection works of buildings and their ancillary facilities effectively according to relevant laws and technical requirements • Be able to investigate the causes and sources of defects in buildings, building services and facilities, and to ensure that repairs or restorations are carried out smoothly • Be able to liaise with relevant parties, such as contractors, technicians, government departments, etc., to jointly negotiate and handle repair and maintenance works • Be able to monitor and ensure the proper operation of building management systems, automated management systems or intelligent facility management systems • Be able to collect information and data on the maintenance of the property, such as the frequency and cause of facility damage, maintenance costs, restoration time, etc., and be able to submit data summary, report and suggestions for improvement to the superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the relevant legislation, codes of practice and technical requirements of buildings, building services and facilities; • Be able to apply the knowledge of relevant laws and technical requirements to manage the practical works of building repair and maintenance, monitor and ensure the normal operation of the building management systems, and be able to inspect the defects of buildings, building services and facilities, their causes and sources, and to ensure that repairs or maintenance are carried out smoothly; and • Be able to collect information and data on the repair and maintenance of the property, submit data summary, report and suggestions for improvement to the superior.
Remark	Building services include ventilation systems, fire services system, plumbing and drainage systems, electrical services system, air-conditional systems, public address system, security system and facilities for the disabled.

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Plan and manage the repair and maintenance works of the building, building facilities and services
Code	110458L5
Range	Works of daily and periodic maintenance in properties, applicable to planning and management of the repair and maintenance works of the building, building services and facilities
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legislation and standards</p> <ul style="list-style-type: none"> • Proficient in relevant legislation, codes of practice, technical requirements, repair and maintenance quality standards for buildings and building services installation <p>2. Plan the management of repair and maintenance</p> <ul style="list-style-type: none"> • Be able to check the overall repair and maintenance level of the building regularly in accordance with legislation, codes of practice and quality standards • Be able to ensure that each building equipment is installed, supplied, connected and operated in accordance with relevant laws and technical specifications • Be able to ensure that the repair and maintenance of building and their ancillary facilities is carried out in accordance with relevant legislation and codes of practice • Be able to set up the maintenance cycle, programme content and methods of maintenance for various building services in the property • Be able to analyse the overall condition of the building services and facilities according to the information and data, and make suggestions for improvement of the building and building services • Be able to control the expenditure of repair and maintenance effectively and will not exceed the established financial budget
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be Proficient in relevant legislation, codes of practice, technical requirements, repair and maintenance quality standards of buildings and building services; • Be able to set up a management plan for building repair and maintenance practices by applying knowledge of relevant legislation, technical requirements and quality standards, be able to analyse the overall condition of the building services and facilities, and make recommendations for improvement; and • Be able to control the expenditure on repair and maintenance of the property effectively.
Remark	Building services include ventilation systems, fire services system, plumbing and drainage systems, electrical services system, air-conditional systems, public address system, security system and facilities for the disabled.

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Plan on the technicality of the repair and maintenance of the building, building facilities and services
Code	110459L6
Range	Works of repair and maintenance of building services and facilities, applicable to planning on the technicality of the repair and maintenance of the building, building services and facilities and sustainable development
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate technology of repair and maintenance and develop</p> <ul style="list-style-type: none"> • Integrate the overall conditions of building, knowledge and technicality of the building, building services and facilities • Integrate the advanced methods and procedures of project management <p>2. Continuously improve technical management of repair and maintenance</p> <ul style="list-style-type: none"> • Be able to integrate market developments and trends, advanced building services, updated and applied technology and skills, and then plan and develop technical management and maintenance plans for the repair maintenance of buildings, building services and facilities continuously • Be able to integrate customer needs and expectations, the overall condition of building services and facilities, then review and revise the measures of building repair and maintenance • Be able to plan the overall maintenance and repair management methods and procedures for buildings, building services and facilities • Be able to integrate legal requirements and market trends, to set quality standards for the maintenance of buildings, building services and building facilities, review their effectiveness regularly, continuously review the relevant standards and revise them as necessary • Be able to apply project management measures effectively, to review and improve the management of repair and maintenance in the property continuously
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the overall conditions of building, building services and facilities, integrate the advanced methods and procedures of project management; • Be able to integrate market developments and trends, apply project management methods effectively, plan and develop the technical management, repair and maintenance plans for the building, building services and facilities continuously; and • Be able to integrate legal requirements and market trends to set quality standards for the repair and maintenance of buildings, building services and facilities.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Collect basic information on improvement and enhancement items on building, building facilities and services
Code	110460L2
Range	General works of building improvement and enhancement, applicable to collection of basic information on buildings, building services and facilities and understanding on the demands of property owners and tenants
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand information of properties</p> <ul style="list-style-type: none"> • Understand the location and common defects of building services and facilities within the watch boundary <p>2. Collect basic information</p> <ul style="list-style-type: none"> • Be able to collect basic information and the data on defects within the watch boundary (buildings, building services and facilities), including the age of use, frequency of failure, causes, time of restoration, etc. • Be able to understand the needs and demands of the owners and tenants on the improvement and enhancement of the building
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the location and common defects of building services and facilities within the watch boundary; and • Be able to use the knowledge of data on defects and tenants' demands, and to collect basic information on building improvement and enhancement.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Provide initial views on improvements and enhancements to the state of a building, building facilities and services
Code	110461L3
Range	Works of building improvement and enhancement, applicable to the submission of initial views on improvements of buildings, building services and facilities to superiors
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with building services and their conditions</p> <ul style="list-style-type: none"> • Familiar with the defects in building services and facilities within the watch boundary • Familiar with the methods of general building maintenance, improvement and enhancement <p>2. Provide opinions on improvement and enhancement</p> <ul style="list-style-type: none"> • Be able to review the information and defects of buildings, building services and facilities, identify the root cause of problems and provide suggestions for improvement to superiors • Be able to conduct preliminary surveys on building, building services and facilities according to the property condition, list and report important defects and causes, and suggest improvement or enhancement methods to superiors or customers/owners • Be able to follow up on the data and defects of buildings, building services and facilities according to the instructions of the superior or the actual needs, and submit the defects report and make recommendations to the superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the defects in building services and facilities within the watch boundary, and the general methods of building maintenance, improvement and enhancement; and • Be able to conduct preliminary surveys of buildings, building services and facilities according to the conditions of the property, be able to review relevant information and data of defects, and make recommendations of improvement or enhancement to the superiors.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency
Code	110462L4
Range	Works of building improvement and enhancement, applicable to the implementation of overall improvement and enhancement projects
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements and methods of improvement</p> <ul style="list-style-type: none"> • Thoroughly understand the laws and regulations relating to the improvement or enhancement of buildings, building services, facilities and energy efficiency enhancement schemes • Thoroughly understand the project management procedures and methods of building improvement and enhancement <p>2. Execute building improvement and enhancement scheme</p> <ul style="list-style-type: none"> • Be able to conduct a detailed survey report of buildings, building services and facilities according to the condition of the property, list all the problems that need to be improved, and give suggestions on overall improvement and enhancement • Be able to prioritize the overall improvement and enhancement of the building based on the data of defects and owners/tenants' demand, and then make suggestions to the superior for consideration • Be able to refer to the laws and regulations related to improvement and enhancement of buildings, building services, facilities and energy efficiency enhancement schemes, analyse any feasible improvement and enhancement methods and make recommendations to superiors • Be able to execute project management for building improvement and enhancement, energy efficiency improvement plan in accordance with legislations and related procedures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the relevant laws, rules, procedures and methods for implementation of project management in improvement or enhancement and energy efficiency improvement schemes in buildings, building services and facilities; and • Be able to compile and analyse the data of defects in buildings, the demands of owners/tenants, the result of surveys, and submit proposals to the superiors to implement the improvement and enhancement scheme for buildings, building services, facilities and energy efficiency.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency
Code	110463L5
Range	Works of building improvement and enhancement, applicable to the formulation and implementation of feasible plans for the overall improvement and enhancement of buildings, building services, facilities and energy efficiency
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in law and owners/ tenants' expectation</p> <ul style="list-style-type: none"> • Proficient in the overall condition of the building and the relevant legal requirements for building improvement • Proficient in the demands and expectations of the owners/tenants on the living environment • Proficient in the building improvement/enhancement project management techniques <p>2. Formulate and pursue feasible building improvement and enhancement plan</p> <ul style="list-style-type: none"> • Be able to engage qualified professionals to conduct regular and comprehensive surveys of buildings in accordance with procedures and relevant legal requirements • Be able to plan and formulate a feasible improvement plan for the building in overall (buildings, building services and facilities, energy efficiency enhancement plans, etc.), including enhancement projects and timelines, in response to the urgency • Be able to prepare budget for improvements/enhancements • Be able to explain to the clients/owners the details of the improvement or enhancement plan effectively, including the causes, advantages and disadvantages of each option, any effectiveness and impact, etc. • Be able to follow the procedures to engage the relevant registered authorised persons (consultants) to supervise the progress of the improvement/upgrading works • Be able to monitor the performance of the relevant registered professionals or qualified persons (consultants), and effectively coordinate and manage between the consultants, contractors and owners in practical arrangements when carrying out improvement works, and provide advice to clients/owners
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the overall conditions of the building and the relevant legal requirements for improving the property, in the owners/tenants' demands and expectations on the living environment, and the project management techniques of building improvement/enhancement; • Be able to formulate and implement feasible plans for the overall improvement and enhancement of buildings and the improvement of energy efficiency, including the engagement of qualified professionals, surveying on buildings, supervising the progress of works, and preparing financial budgets; and • Be able to explain the details of the improvement or enhancement plan to the clients/owners effectively.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities
Code	110464L6
Range	Works of building improvement and enhancement, applicable to formulation and planning as a whole the continuously improvements and enhancements of the building, building services and facilities
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate the considerations and principles of building improvement</p> <ul style="list-style-type: none"> • Integrate the considerations and principles for the continuous improvement and enhancement of buildings, building services and facilities <p>2. Plan as a whole on building improvement and enhancement scheme</p> <ul style="list-style-type: none"> • Be able to analyse the characteristics of the property and market trends, grasp the requirements and expectations of clients or owners, well known the relevant information and data such as the development of building services and technology, the economic benefits of facilities, etc., so as to plan the most appropriate enhancement plan or improvement plan • Be able to analyse and judge the pros and cons of various improvement and enhancement options, formulate the principles for making decisions • Be able to integrate the Building Ordinance and other relevant laws and regulations to plan continuous improvement and enhancement of buildings, buildings services and facilities in line with legal requirements • Be able to analyse market trends, develop strict procedures and codes, effectively engage consultants, registered authorised persons or qualified professionals to coordinate and supervise the building works • Be able to monitor the progress and results of continuous improvement and enhancement of buildings, building services and facilities, review the effectiveness and determine a plan for continuous improvement • Be able to use the support or funding of the government or other institutions to improve the property and to enhance the benefits of building improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate considerations and principles for the continuous improvement and enhancement of buildings, building services and facilities; • Be able to analyse the characteristics and advantages of the property, grasp the requirements and expectations of clients or owners and other relevant information, then plan and judge the most appropriate enhancement plan or improvement plan, be able to formulate strict and effective procedures and codes to engage consultants to supervise the works; and • Be able to monitor the progress and results of the continuous improvement and enhancement of buildings, building services and facilities, review the effectiveness and determine a plan for continuous improvement.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Develop strategically and sustainably the building, building facilities and services, and devise market analysis and benchmarking
Code	110465L7
Range	Works of building improvement and enhancement, applicable to development of buildings, building services and facilities strategically and sustainably, and devising market analysis and benchmarking
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Research on development strategy, market analysis and benchmarking</p> <ul style="list-style-type: none"> • Research on the development strategy and direction of sustainable development of buildings, building services and facilities • Integrate the knowledge of market research analysis and benchmarking strategies <p>2. Devise overall improvement and enhancement of properties</p> <ul style="list-style-type: none"> • Be able to research on market trends, the development potential of properties, the latest developments and technologies of building services, the functions of various new facilities, the improvement of construction technology and other factors, and then strategically develop or improve properties in line with the expectations of clients or owners • Be able to understand the expectations of clients or owners, mapping with the development strategy of the organisation and the market development, and devise the best improvement or enhancement plan for the property • Be able to research on government policies and regional development plans, and create sustainable development strategies and directions that can be adapted to regional development <p>3. Lead market analysis and benchmarking</p> <ul style="list-style-type: none"> • Be able to lead and implement the market analysis and benchmarking of property development, review the positioning of the property, the strengths or weaknesses of building services or facilities, and devise the continuous improvement and enhancement plan of the property
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to conduct research on the development strategy and direction of sustainable development of buildings, building services and facilities, integrate the knowledge of market research analysis and benchmarking strategies; • Be able to comprehensively analyse market trends, property development potential and other factors, strategically develop or improve properties in line with the expectations of clients or owners, be able to research on government policies and regional development plans, and create sustainable development strategies and directions that can be adapted to regional development and • Be able to lead and implement the market analysis and benchmarking of the property development, review the positioning, strengths or weaknesses of the property, and devise the continuous improvement and enhancement of the property.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Support contractors in carrying out repair, maintenance and construction works according to instructions
Code	110466L1
Range	The general works of purchasing and outsourcing of repair and maintenance in properties, applicable to the frontline personnel in support and cooperation with contractors when carrying out repair, maintenance and construction works
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know basic procedures of work</p> <ul style="list-style-type: none"> • Know the basic steps and protective measures of general repair and maintenance works properties <p>2. Cooperate with contractor in works</p> <ul style="list-style-type: none"> • Be able to escort maintenance personnel to the correct place and location where the defects occurred • Be able to carry out the following processes in accordance with established guidelines: <ul style="list-style-type: none"> ○ Free up suitable space for contractors to work ○ Properly cordon-off the work site with a fence or cordon ○ Hang appropriate notices at the place of repair or maintenance, e. g. , , , etc. to ensure public safety ○ Require the contractor to properly clean and restore the location and area of the repair
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the basic steps and protective measures of general repair and maintenance works in properties; and • Be able to escort the maintenance personnel the location and cooperate with the contractor to carry out repair, maintenance or construction works, and carry out basic protective measures effectively.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Purchase materials and support the process of repair, maintenance and construction works by contractors according to instructions
Code	110467L2
Range	The general works of purchasing and outsourcing of repair and maintenance in properties, applicable to frontline personnel in purchasing materials and supporting the process of repair, maintenance and construction works by contractors according to instructions
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand basic steps of work</p> <ul style="list-style-type: none"> • Understand the basic steps of general procurement of materials and the basic work procedures of outsourced contractors <p>2. Carry out basic procurement</p> <ul style="list-style-type: none"> • Be able to follow the instructions of the superior and the established procedures to purchase the required maintenance materials • Be able to clearly check whether the type, model, quality and quantity of the purchased material meet the requirements • Be able to register procurement records correctly and procedurally • Be able to keep the storeroom of tools and materials neat and clean <p>3. Assist contractor in works</p> <ul style="list-style-type: none"> • Be able to provide assistance at the location of outsourced maintenance work to facilitate the contractor's construction, such as assisting the contractor in turning off the facility before works, assisting in restarting the equipment afterwards, etc. • Be able to help in unexpected accidents that occur during works by contractors, report to superiors instantly and assist in follow-up
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the basic steps of general procurement of materials and the basic construction procedures of outsourced contractors; • Be able to follow the instructions of superiors and the established procedures to purchase the required maintenance materials and record correctly; and • Be able to help contractors in the works of repair and maintenance and assist in handling unexpected accidents.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors
Code	110468L3
Range	The works of purchasing and outsourcing of repair and maintenance in properties, applicable to the checking and acceptance of materials and the following-up of the outsourcing contractor's works, and supervision of the outsourcing contractor's quality of work
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with check and acceptance procedures</p> <ul style="list-style-type: none"> • Be familiar with the procedures and basic quality requirements for check and acceptance of materials or the repair, maintenance or construction works <p>2. Check and accept the purchased materials</p> <ul style="list-style-type: none"> • Be able to accept the material according to the prescribed specifications • Be able to instruct the staff to store materials that meet the specifications and supervise the staff to make accurate records • Be able to properly label substandard items and handled them separately, then contact suppliers to follow up on replacement or return procedures • Be able to effectively monitor the stock of maintenance materials, arrange for general procurement in a timely manner or propose formal procurement to superiors <p>3. Monitor the works of outsourcing contractors</p> <ul style="list-style-type: none"> • Be able to monitor the progress of outsourced repair and maintenance works properly • Be able to supervise the outsourced repair, maintenance or construction works in accordance with contractual requirements and procedures to ensure the compliance with construction safety standards and quality standards • Be able to follow the prescribed work specifications, carry out preliminary check and acceptance of the general outsourced repair or maintenance works • Be able to point out any irregularities or non-compliance to the outsourced contractors, instruct the contractor to make improvements and report to the superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the procedures and basic quality requirements for check and acceptance of materials or repair, maintenance or construction works; • Be able to check and accept materials according to prescribed specifications, handle non-conforming materials and follow up on processing effectively; and • Be able to monitor the progress of outsourced repairs, maintenance or construction works properly and to ensure that the work meets contractual requirements, procedures and quality standards.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works
Code	110469L4
Range	The works of purchasing and outsourcing of repair and maintenance in properties, applicable to management of purchasing and outsourcing, the process and quality of repair, maintenance, and construction works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements and code of practices</p> <ul style="list-style-type: none"> • Thoroughly understand the Building Management Ordinance, and other relevant legislations, codes of practice and the procurement procedures issued by the organisation • Thoroughly understand the procedures for managing the works quality of outsourced contractors <p>2. Execute the management of outsourcing and quality</p> <ul style="list-style-type: none"> • Be able to arrange purchasing, and seek quotations of repair and maintenance works in accordance with established procedures • Be able to draft procurement-related documents, such as invitation to quote or tender, project specifications, schedules or bills of quantities, etc. in accordance with procedures and requirements • Be able to effectively supervise suppliers, repair and maintenance or construction contractors to ensure that the project complies with the requirements, specifications, schedule, quality and safety standard • Be able to communicate effectively with contractors and hold regular meetings to make effective improvements or solutions to problems during the work process • Be able to assist in tender opening procedures and analysis of tenders
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Thoroughly understand the relevant legislations and the codes of practice of procurement and procedures issued by the company, and thoroughly understand the procedures for managing the works quality of outsourced contractors; • Be able to arrange procurement, and seek repair or maintenance quotations in accordance with the established procedures, be able to effectively supervise suppliers and contractors to ensure that the project meets the requirements and quality standards, and be able to communicate with the contractors to make effective solutions to problems that arising from work process; and • Be able to assist in tender opening procedures and analysis of tenders.
Remark	

Specification of Competency Standards
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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management
Code	110470L5
Range	The works of purchasing and outsourcing of repair and maintenance in properties, applicable to formulation and planning as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirement and quality management</p> <ul style="list-style-type: none"> • Proficient in Building Management Ordinance, other relevant legislations, codes of practice and procurement procedures issued by the organisation • Proficient in quality management system of outsourced contractors <p>2. Formulate and plan as a whole the purchasing and outsourcing, and contractor management</p> <ul style="list-style-type: none"> • Be able to draft tendering procedures for procurement of repair and maintenance works in compliance with Building Management Ordinance, codes of practice and other relevant legislations • Be able to write “Work Specifications” and tender requirements for building repair and maintenance works, and tenders for appointment of consultants or contractors of building construction works • Be able to properly coordinate the tendering, tender opening and analysis work in accordance with the tender procedures, and be able to write the analysis report of the tenders and make a report to the clients / owners • Be able to select and appoint suitable suppliers, or contractors of repair, maintenance or construction • Be able to manage contractors’ work or service performance, correct irregularities or failures in advance, to ensure the quality standards, and reduce project delays or errors • Be able to assess the service performance of various suppliers and contractors in repair, maintenance or construction works or contracts accurately, and review their eligibility of contract renewal or future tenders • Be able to make recommendations on the list of approved contractors of the organisation based on the performance of suppliers or contractors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in relevant legislations, code of practices and procurement procedures, proficient in the quality management system of outsourcing; • Be able to write “Work Specifications” and tenders for building repair and maintenance works, properly coordinate tendering, tender opening and analysis, select and appoint suitable suppliers and contractors, manage project quality and service standard; and • Be able to accurately assess the service performance of various suppliers, contractors in repair, maintenance or construction works or contracts, and make recommendations on the list of approved contractors.
Remark	

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Functional Area - Repair, Maintenance & Improvement of a Property

Title	Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system
Code	110471L6
Range	The works of purchasing and outsourcing of repair and maintenance in properties, applicable to devising the policies on purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate the principles of purchasing and outsourcing</p> <ul style="list-style-type: none"> • Integrate relevant legislations and codes of practice for procurement of repair and maintenance in properties • Integrate the evaluation criteria and methods to assess repair and maintenance contractors <p>2. Devise purchasing and outsourcing policy</p> <ul style="list-style-type: none"> • Be able to formulate procurement and outsourcing strategies for repair, maintenance or construction works, analyse the advantages and disadvantages of various types of outsourced contracts, and formulate the standards and principles to be adopted, such as procurement by fixed-term contracts or by single item contract, procurement by lump sum contracts, unit cost contracts, reimbursement contracts, design and build contracts, etc. • Be able to integrate legal information and procedures related to procurement of repair, maintenance, construction works in properties, and plan the most appropriate procurement and tendering procedures, including setting the methods, number of tenders, and purchasing amount, etc. • Be able to integrate and devise specifications for repair and maintenance, construction works tenders, such as content of each chapter and the project requirements, formats, bills of quantity, works specifications, information and document required, etc. • Be able to integrate and devise the basic requirements of repair, maintenance and construction tenders and contracts, including main procedures and requirements such as works quality and standards, supervision procedures, construction or site safety standards and measures, etc. <p>3. Devise assessment system and quality management</p> <ul style="list-style-type: none"> • Be able to integrate legislations, market trends and quality standards, plan the principal standards of qualified contractors, and set pre-qualification requirements for repair, maintenance and construction contractors • Be able to approve the list of contractors, monitor the performance of contractors in the market, pay attention to any suspension or termination of licenses, to respond and follow up immediately • Be able to integrate and determine the assessment methods and standards for repair and maintenance contractors, to evaluate contractors' performance on a regular basis or after completion of works for determining contractor level or tendering qualification
Assessment Criteria	The integral outcome requirements of this UoC are:

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Functional Area - Repair, Maintenance & Improvement of a Property

	<ul style="list-style-type: none">• Be able to integrate the relevant legislations and codes of practice for procurement of repair and maintenance in properties, and integrate the criteria and methods for the evaluation of repair and maintenance contractors;• Be able to integrate and devise purchasing and outsourcing strategies for repair and maintenance works, analyse the pros and cons of various types of outsourced contracts, set the standards and principles to be adopted, be able to integrate and devise the specifications of repair, maintenance and construction work tenders, and the basic requirements of the contract; and• Be able to integrate and determine the principal standards of qualified contractors, determine the pre-qualification standards for repair and maintenance contractors, approve and supervise the list of approved contractors, to integrate and determine the evaluation methods and standards to evaluate the performance of contractors.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Carry out daily frontline property management services for owners, tenants and customers
Code	110472L1
Range	Owner or customer services and liaison works, applicable to frontline personnel in carrying out the works of owner or customer services under established procedures
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the scope of customer services and procedures</p> <ul style="list-style-type: none"> • Understand the scope of management services for owners and customer services, and the codes and procedures of various services <p>2. Carry out daily front-line customer and operational services</p> <ul style="list-style-type: none"> • Be able to respond to inquiries, complaints and suggestions from owners/customers, and know how to report to superiors and deal with them according to instructions • Be able to distribute notices, management fee debit notes or other documents as directed, cordon off areas where there is work or accident and post up temporary notices • Be able to assist owners in application for renovations, relocations, household permits or other general applications • Be able to note the irregularities of the households and give preliminary reminder or advice • Be able to carry out duties by following the house rules and employee handbook <p>3. Handle daily record of occurrence</p> <ul style="list-style-type: none"> • Be able to record daily incident in occurrence book and write incident reports according to work procedures • Be able to register the basic information of the new owner and stored properly according to the procedure • Be able to register the access of visitors or staff including technical staff, renovation workers and porters, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the scope of management services for owners and customer services, codes of services and procedures; • Be able to respond to daily frontline management and customer services in accordance with the guidelines, be able to note daily irregularities and communicate with the owners, properly handle and report according to codes and procedures; and • Be able to handle record of daily affairs properly.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Handle enquiries and complaints
Code	110473L2
Range	Owner or customer services and liaison works, applicable to frontline personnel in handling enquiries and complaints of the owner or customer in accordance with the established procedures
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand owners/customers' needs and skills of service</p> <ul style="list-style-type: none"> • Be able to understand the needs of the owner/customer and the basic skills of customer service • Be able to understand the standard of quality service <p>2. Handle enquiries / complaints</p> <ul style="list-style-type: none"> • Be able to communicate with customers, understand the needs of customers, and clearly understand the content of complaints, enquiries and suggestions of owners/customers • Be able to follow up on complaints, enquiries and suggestions of owners/customers in accordance with the guidelines and established procedures, including the following methods: <ul style="list-style-type: none"> ○ Explain or elaborate in detail to the owners/customers ○ Log the details of the event and report it to the superiors ○ Refer the case to the relevant team or colleague for follow-up ○ Contact the owner/customer to explain the results • Be able to clearly and accurately record the complaints, enquiries and suggestions of the owners/customers, follow up and handle it effectively <p>3. Apply standard of quality service</p> <ul style="list-style-type: none"> • Be able to apply the standard of quality service to customer service duties, effectively handle cases and improve customer satisfaction
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the needs of the owner/customer and basic skills of customer service, and understand the standard of quality service; • Be able to communicate with customers, understand the needs of customers, understand the content of complaints, inquiries and suggestions of owners/customers clearly, and be able to make effective follow-up and handling in accordance with procedures; and • Be able to apply the standard of quality service to customer service duties, handle customer cases effectively and improve customer satisfaction.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Supervise and arrange frontline management services for owners, tenants and customers
Code	110474L3
Range	Owner or customer services and liaison works, applicable to supervision of frontline owner management and customer services and arrangement of works for each position
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with service scope, codes of practice and service standard</p> <ul style="list-style-type: none"> • Be familiar with the scope of management services, code of practices, types of outsourced services and scope of works • Be familiar with the standards, procedures and applications of quality management <p>2. Supervise management services for owners and customers</p> <ul style="list-style-type: none"> • Be able to supervise the subordinates to inspect the renovation works and assist in communicating with the owners/customers to prevent the owners/customers from carrying out unauthorized works • Be able to convey clear instructions to staff and lead staff to follow up and deal with resident complaints, enquiries and suggestions • Be able to supervise the effective execution of management duties by subordinates in accordance with the deed of mutual covenant, Building Management Ordinance, house rules and other legislation • Be able to lead subordinates to perform their duties in accordance with service quality standards, monitor the service quality, and lead subordinates to make improvements <p>3. Arrange job duties for each position</p> <ul style="list-style-type: none"> • Be able to arrange for appropriate positions of customer service according to the service skills and expertise of the staff, and make flexible rotations according to practical needs • Be able to make clear job duties and work guidelines for different customer service positions • Be able to grasp the needs and expectations of the owner/ customer, and arrange appropriate staff to deal with the enquiries, complaints or suggestions of the owner / customer
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the scope of management services, codes of practice, types of outsourced services and scope of work, and be familiar with the standards, procedures and applications of quality management; • Be able to supervise the daily management services to prevent the owner/customer from carrying out unauthorized works, be able to lead subordinates to follow up and deal with resident complaints, enquiries and suggestions effectively; and • Be able to lead subordinates to perform their duties according to service quality standards, and be able to arrange manpower and assign jobs according to the skills and expertise of subordinates.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Coordinate with owners, tenants and customers on property management work
Code	110475L4
Range	Coordinate with owners, tenants and customers on property management works, applicable to communication with individual owners/customers, owners' organisations or representatives and handling of building management works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the legal requirements of owners' organisations</p> <ul style="list-style-type: none"> • Thoroughly understand the legal requirements for building management, including Building Management Ordinance, deed of mutual covenant, management contracts and house rules, etc. • Thoroughly understand the functions, similarities and differences of various types of owners' organisation <p>2. Communicate with owners/ tenants</p> <ul style="list-style-type: none"> • Be able to properly handle and follow up enquiries, complaints and suggestions, then analyse and report the suggestions • Be able to use different methods, including interviews, announcements, poster, leaflets, questionnaires, newsletters, websites, social media, activities or other information technologies, etc. to communicate with owners/customers effectively • Be able to draft the resident handbook, various rules and regulations or forms of application, such as and fitting-out application, application for removal, suspension of flush water supply for inhouse repair, etc. • Be able to contact the owner to arrange for the approval of shop or home renovation or other applications • Be able to use different methods to maintain effective communication with the owner/tenant organisations and representatives, understand and collect the representative's opinion, provide relevant information to the representatives according to the procedure <p>3. Monitor management works</p> <ul style="list-style-type: none"> • Be able to monitor any unauthorized building works in the property or any breach of house rules, follow up and deal with the cases • Be able to collect and analyse management related information, such as common breaches, unauthorized installations or modifications, common complaints or enquiries, etc., and make suggestions to superiors to improve management measures, quality and communication, and reduce enquiries or complaints from owners/customers
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the legal requirements, rules and regulations of building management, the functions, similarities and differences of various types of owners' organisation thoroughly; • Be able to draft rules and regulations on building management as required, and to enable owners/tenants to understand the house rules through promotional and educational activities;

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	<ul style="list-style-type: none">• Be able to maintain contact and communication with owners/customers and representatives of owners' organisation by using different methods in handling management matters; to understand and collect representatives' opinions to improve the management of the property; and• Be able to follow up and deal with the cases of the breach, negotiate with the owners on the case of the breach and reach a solution.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Assist owners or tenants in formation of owners' tenants' organisation and handle property management work in concerted efforts
Code	110476L5
Range	The formation of owners' organisations, applicable to assisting owners/tenants to form owners/tenants' organisations, and enhancing management services jointly
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirement and procedures</p> <ul style="list-style-type: none"> • Proficient in the Hong Kong land system related to property management • Proficient in the rights and obligations of property manager, owners corporation and owners under Building Management Ordinance, relevant legal provisions, land deed, deed of mutual covenant and management contract • Proficient in the types of owners/tenants' organisation, the procedures for their formation and daily operations <p>2. Assist in the formation of owners/tenants' organisation</p> <ul style="list-style-type: none"> • Be able to arrange the formation of owners committee, owners corporation, estate management advisory committees, etc., including preparation and publicity, convening meetings in accordance with statutory requirements or procedures set out in the deed of mutual covenant, election of members, oath and registration procedures, etc. • Be able to provide professional advice to owners/clients during the preparation and incorporation process to ensure that the process complies with legal requirements <p>3. Liaise with owners/tenants in property management</p> <ul style="list-style-type: none"> • Be able to maintain good communication and relationship with the owners/tenants' organisation, assist the owners/tenants' organisation to establish good operation and management procedures, so that the organisation representative can maintain good communication with other owners/tenants • Be able to develop a professional management system and provide high-quality management services and integrity management • Be able to resolve complaints or management issues and make improvements effectively • Be able to formulate resident handbook/house rules, management systems, procedures and work guidelines in accordance with the legal requirements <p>4. Provide professional management services, analysis, judgement and recommendations</p> <ul style="list-style-type: none"> • Be able to use various media and information technology to collect and analyse the opinions of owners/customers on management services • Be able to compile a collection of opinions from survey on service level and complaints, make professional analysis and judgment, and improve management services • Be proficient in the needs and expectations of the owners, and the practical situation of the property, be able to improve the quality of management services continuously
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none">• Be proficient in the rights and obligations of property manager, owners corporation, owners, types of owners/tenants' organisations, procedures for their formation and daily operation;• Be able to assist owners/tenants in setting up various types of owners/tenants' organisation to ensure that their formation and operation comply with relevant legal requirements and procedures;• Be able to maintain good communication and liaison with the owners/tenants' organisation, apply professional knowledge to decide management service systems and codes of practice, and provide professional, high-quality management services and integrity management; and• Be able to collect and analyse the opinions of owners/customers effectively, review the effectiveness of management services, improve and enhance the quality of management services as needed and expected continuously.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Represent owners or tenants in external liaison and formulate management strategies
Code	110477L6
Range	Services for owners and management policy, applicable to the external liaison and formulation of the management strategies on behalf of the owners/clients
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate owners management strategies and public relations techniques</p> <ul style="list-style-type: none"> • Integrate strategies for building management and owner management • Be able to evaluate and integrate techniques for building public relationship and liaison with other external organisations <p>2. Represent owners/tenants' organisation in external communications</p> <ul style="list-style-type: none"> • Be able to effectively integrate the requirements, opinions and expectations of the owners/customers or the owners/tenants' organisations for the property and the community, be able to integrate the opinions and reflect to the relevant government departments • Be able to effectively communicate with relevant government agencies, district councils, political parties, associations, media, etc., and carry out liaison and public relations works • Be able to review and improve property management and policies in response to the environmental and community development, resolve property-related management issues, and make effective recommendations to owners/tenants' organisations <p>3. Formulate owners management strategies</p> <ul style="list-style-type: none"> • Be able to critically analyse and integrate the nature of the property, the direction of the government's building management policy, the opinions of the District Council, etc., and effectively and accurately formulate appropriate and sustainable development strategies for the management of the property • Be able to critically analyse and revise the direction of management services in response to various factors such as changes in society and the environment, amendments or additions to legislation, the needs or expectations of owners/customers, and the quality of existing management, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate building management and owner management strategies, as well as evaluate and integrate techniques for building public relationship and liaison with other external organisations; • Be able to effectively represent owners in liaison with various government departments, agencies and organisations, maintain good relationships, and be able to make rational judgments under different circumstances to resolve more complex property management matters; and • Be able to respond to social changes, be able to integrate and formulate appropriate and sustainable management strategies based on the nature of the property, scale, government policies, laws, intention of owners' organisation and management company policies, etc., and be able to critically analyse and plan the direction of management services according to various factors.

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Strategic planning on the direction of community development and to fulfil obligations to the society
Code	110478L7
Range	Community development and social responsibility, applicable to formulation of strategies for community development and social service and fulfilling social responsibilities
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Research on community development and social responsibility</p> <ul style="list-style-type: none"> • Be able to analyse the direction of community development and social responsibility policies comprehensively, and be able to conduct research critically <p>2. Plan as a whole the direction of community development</p> <ul style="list-style-type: none"> • Be able to study the direction of development of the industry and the community, comprehensively analyse the public's demands on the living environment and the quality of the management property, lead the organisation to participate actively, and promote creatively the development and planning of the community • Be able to analyse the positioning of the property in the community comprehensively, the changes in the community environment, to study the role of the property and management company in the community, and lead the direction of policy on participation in the community development creatively and effectively <p>3. Exercise social responsibility</p> <ul style="list-style-type: none"> • Be able to lead and promote the establishment of good relationships between owners/tenants' organisation and community groups and institutions, and enhance their participation in community development • Be able to coordinate, promote and participate in relevant social activities by communication with relevant government agencies, district councils, political parties and relevant organisations • Be able to lead and plan projects or activities that fulfill social responsibility, and promote the active participation of owners and employees • Be able to lead and plan the policy direction of the organisation to fulfill its social responsibilities, and make continuous changes in response to the latest situation to create positive outcome
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to analyse the direction of community development and social responsibility policies comprehensively, and be able to conduct research critically; • Be able to study the direction of property and community development, liaise with relevant organisations and groups, lead and plan the community development policy effectively, and provide creative ideas on the community development policy; and • Be able to analyse community development strategies comprehensively and conduct research critically, respond to community demands, creatively lead and plan projects that fulfill social responsibilities, and be able to lead and plan the policy direction of organisation to fulfill their social responsibilities.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Know about records and reports
Code	110479L1
Range	Reports and records of property management services, applicable to handling of correspondence documents and archiving that related to matters of owners/tenants' management
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. know the types of records and reports in property management</p> <ul style="list-style-type: none"> • Know the types, purposes and records of documentation related to the job position • Know the general application procedures and classification of documents <p>2. Handle general records and reports</p> <ul style="list-style-type: none"> • Be able to dispatch and collect documents or reports as directed • Be able to classify and archive documents, reports, and records (including electronic files) as instructed • Be able to update records as instructed, e. g. residents' correspondence, staff organisation chart of management office, emergency contact list of contractors, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the types, purposes and records of documentation related to the position, and know the general application procedures; and • Be able to dispatch and collect documents or reports as instructed, classify and archive, and update records accurately related to residents and property management issues as instructed.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing
Code	110480L2
Range	Reports and records of property management services, applicable to writing general correspondence, documents and records related to the management matters of owners/tenants, and archiving systematically according to the categories
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the documentation of management matters and the archiving methods</p> <ul style="list-style-type: none"> • Understand the categories of documents, archiving system, archiving periods, confidential data processing, and archiving methods • Understand the terminology and format for writing general correspondence on management matters <p>2. Carry out dispatch, collect and archive of documents</p> <ul style="list-style-type: none"> • Be able to handle documentation and arrange for the dispatch of notices and documents • Be able to classify documents, reports and records and assign serial number (including electronic files) accurately according to the filing system • Be able to collect documents or reports required for management affairs on a regular basis, such as unit renovation records, environmental recycling records, etc., and report them to superiors • Be able to arrange the archiving and printing of documents properly, and be able to access relevant files immediately according to the instructions of superiors <p>3. Write general correspondences and record of incident</p> <ul style="list-style-type: none"> • Be able to write record of incident, such as writing event log sheet • Be able to handle general documents or other applications such as resident cards, renovation permits, applications for renovation, applications for removal, etc., to ensure that applicants submit sufficient and correct documents • Be able to draft or write general correspondence and notices, such as notice of suspension of water or electricity supply, notice of suspension of building services, reply to general enquiries, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the processing and archiving of general documents, and be able to understand the terminology and format of writing general correspondence on management matters; • Be able to dispatch and collect documents for management matters systematically according to procedures and filing system, be able to classify and archive documents under suitable categories according to the content, and be able to write the record of incident, assign serial number and archive for easy access; and • Be able to process applications by owners/residents in an accurate and timely manner, and be able to draft or write general correspondence and notices.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Verify and follow up on the records and reports
Code	110481L3
Range	Reports and records of property management services, applicable to the verification of documents and records, approval of application and verification of incident reports
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with records and reports</p> <ul style="list-style-type: none"> • Familiar with the formats and requirements of reports or records on management matters • Familiar with the procedures for sending, receiving, handling and archiving documents, reports or records of management issues <p>2. Verify and follow up documents/ reports/records</p> <ul style="list-style-type: none"> • Be able to ensure that the property owners/customer records are complete and accurate, and supervise the procedures for updating the information regularly, and verify the procedures for protecting owners/customers information are implemented properly • Be able to verify the accuracy of daily occurrence book, records and incident reports, check whether the report has included the appropriate information, and follow up on any deficiencies, and should follow up on the cases effectively or report to the superior • Be able to supervise subordinates in handling and following up on management matters in accordance with established procedures, such as documents and procedures for responding to enquiries or complaints from owners • Be able to initially check the application of the owners and supervise the subordinates to complete the approval process in accordance with the established procedures and performance pledge • Be able to supervise subordinates to submit relevant reports and records on time according to the established procedures and timelines, such as submitting of incident reports within 24 hours after an emergency occurs, and the checking the record of units under decoration or scaffolding on the last day of each month, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the formats and requirements of reports or records on management matters, and be familiar with the process of sending, receiving, processing and archiving; • Be able to verify the content of the incidents report, confirm the accuracy of its data, and be able to follow up and respond; • Be able to well understand the details of various types of applications and the criteria for approval, determine whether the applicant is eligible, and then arrange on follow-up, approval and record-keeping; and • Be able to supervise subordinates to handle and follow up the documents of management matters in accordance with the established procedures, and supervise the timely submission of relevant reports and records by subordinates.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Write management report, monitor the documentation and records
Code	110482L4
Range	Property management reports, records and documentations, applicable to writing property management reports
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the content and requirements of reports and records</p> <ul style="list-style-type: none"> • Thoroughly understand the content and format of management reports • Thoroughly understand the procedures of the record management <p>2. Write management reports and documents</p> <ul style="list-style-type: none"> • Be able to collect and compile relevant information according to the company's guidelines or client requirements, then write property management reports or other special reports regularly for approval by superiors • Be able to collect relevant information or incident reports, write letters or correspondence, such as reply to customer enquiries or complaints, making complaints to suppliers, responding to government enquiries or seeking assistance • Be able to review the information and format of general notices or instruments to ensure compliance with procedures and standards <p>3. Supervise and manage documentation</p> <ul style="list-style-type: none"> • Be able to monitor and verify the collection, dispatch and archiving of documents to ensure accuracy and timeliness • Be able to monitor the updates and confidentiality of data, such as updating owners' record, emergency contacts, renovation records, record of resident cards or vehicle permits, etc. regularly or upon request, to ensure that the data reflects the latest situation and is kept confidentially
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the content and format of management reports and the procedures for record management thoroughly; • Be able to write property management reports or other special reports on a regular basis, to write letters or correspondence properly; • Be able to review the information and format of the general notice or instrument to ensure compliance with procedures and standards; and • Be able to supervise and verify the collection, dispatch and archiving of documents to ensure accuracy and timeliness, and be able to supervise the updating and confidentiality of data.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers
Code	110483L3
Range	Arrangement of owners/tenants and customers meeting, applicable to arrangement of meeting venue, crowd control, manpower according to the types of meeting of the owners corporation or customers
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with various types of owners/tenants meeting</p> <ul style="list-style-type: none"> • Familiar with the nature, scale and participants of various types of meeting, including meetings of incorporated owners, owners committee and tenants' committee, etc. <p>2. Assist in arrangement of meeting</p> <ul style="list-style-type: none"> • Be able to assist in the preparation of various types of meetings, arrange manpower and prepare venue according to the scale of the meeting, such as set-up of venue, audio and visual system, tables and chairs, registration area, vote counting area, post up meeting information and preparation of materials, etc. • Be able to assist in handling all matters during the meeting, including verifying the identity and records of participants in the meeting, controlling the entrances and exits of the meeting venue, distributing information, maintaining the order of the meeting, assisting in vote counts and handling of unexpected incidents, etc. • Be able to arrange for the cleaning and restoration of the venue after the meeting
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with various types, nature, scale and participants of meetings; • Be able to assist in the preparation of various types of meetings effectively, arrange manpower and prepare venue set-up according to the scale of the meeting, and • Be able to assist in handling all matters during the meeting, mobilization of manpower and resources to support the meeting and dealing with unexpected incidents as needed.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Arrange meetings for owners, tenants and customers
Code	110484L4
Range	Arrangement of owners/tenants and customers meeting, applicable to the arrangement and handling of all procedures of meetings for owners, tenants and customers
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand meeting procedures and regulations</p> <ul style="list-style-type: none"> • Thoroughly understand legal requirements and rules for holding meetings, such as the notice period and mode of meetings, the quorum of meetings, the procedures and rules of proceedings, the minutes and confirmation methods, postings, etc. <p>2. Arrange meeting proceedings</p> <ul style="list-style-type: none"> • Be able to draft the notice and agenda of the meeting as required by law and distribute the notice according to the notification period and the prescribed methods • Be able to collect, confirm, publish and process proxy in accordance with legal procedures • Be able to prepare sufficient meeting materials before the meeting thus allow participants to understand clearly the details of the matters that need to be discussed and decided • Be able to coordinate and liaise with persons being invited to the meeting, such as representatives of the Home Affairs Office, legal advisers, engineering consultants, etc. • Be able to perform the checking information and registration of participant in accordance with the procedures to ensure that the meeting has a sufficient quorum to proceed • Be able to attend meetings to answer questions from owners/customers, arrange voting and counting according to the meeting agenda, record the content of discussion in the meeting, etc. <p>3. Write minutes of meeting</p> <ul style="list-style-type: none"> • Be able to write minutes of meetings clearly and accurately according to the time frame set by the ordinance, and post them in the designated place after confirmation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the legal requirements and rules governing the holding of meetings; • Be able to accurately arrange the notice, agenda and related procedures of the meeting in accordance with the regulations to ensure the validity of the meeting and the resolution; and • Be able to record the matters discussed and resolutions of the meeting clearly, ensure that the minutes can be effectively circulated in accordance with the regulations, and be posted in the designated place after confirmation according to the time frame.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Formulate standing orders and chair meetings
Code	110485L5
Range	Meetings of owners/tenants or customers, applicable to formulating meeting procedures, setting date of meetings, assisting in presiding over meetings to reach consensus and resolutions, etc.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in law and regulations of meetings</p> <ul style="list-style-type: none"> • Proficient in legal provisions and codes of practice regarding meeting of owners, tenants and customers • Proficient in the skills of presiding over meetings and negotiations <p>2. Formulate meeting orders and procedures</p> <ul style="list-style-type: none"> • Be able to formulate the meeting orders and procedures of various owners/tenants or customers' meeting (including general meeting of owners and owners committee meetings) in accordance with the relevant legislation and code of practice, and implement them effectively with the consent of the owners corporation or client • Be able to amend meeting orders and procedures in accordance with changes in legislation or decisions of owners corporation or clients, and effectively communicate relevant information to various owners, tenants or customers <p>3. Prepare and preside over meeting</p> <ul style="list-style-type: none"> • Be able to prepare and arrange meetings properly in accordance with the regulations and procedural requirements of various meetings • Be able to properly arrange the agenda and items to be discussed according to actual needs and priorities, and provide sufficient information to the owners/tenants/ clients/committee members so that participants can make decisions effectively • Be able to assist the Chairman in presiding over the meeting effectively, so that the owners and members should have sufficient communication and discussion, be able to use negotiation skills to assist the owners/tenants/ clients/committee members to make full discussions on the management of the property • Be able to use time management skills to manage the time of meetings effectively, so as to ensure the smoothness of meeting process and the owners/committee members can focus on the matters that need to be discussed and resolved • Be able to grasp the content and focus of the discussion of the meeting, accurately analyse the topics discussed and any controversial arguments, analyse the intentions of the participants, integrate and analyse the pros and cons with professional knowledge and integrity, and ensure that resolutions on management matters can be reached
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the legal provisions and codes of practice relating to meeting of owners, tenants and customers, and be proficient in the skills of presiding over meetings and negotiations; • Be able to formulate the meeting orders and procedures of various types of meetings in accordance with relevant laws and codes of practice, and implement them effectively; • Be able to prepare and arrange meetings properly in accordance with the legal requirements and procedures of various meetings, and be able to use negotiation and

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	<p>time management skills to assist owners/tenants/clients/committee members to conduct meetings effectively; and</p> <ul style="list-style-type: none">• Be able to grasp the content and focus of the discussion in the meetings, accurately analyse the topics discussed and any controversial arguments, analyse the intentions of the participants, integrate and analyse the pros and cons with professional knowledge and ethics, and ensure that resolutions on management matters can be reached.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Collect data for insurance claims
Code	110486L3
Range	Works of insurance claim, applicable to the collection of information for insurance claims after an accident in a property
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with requirements of insurance claims</p> <ul style="list-style-type: none"> • Be familiar with the coverage of general insurance and the information required for the claim procedure, including pictures/photos, incident reports, etc. <p>2. Collect information for insurance claims</p> <ul style="list-style-type: none"> • Be able to collect the required information, such as pictures, photographs, incident reports and related documents, immediately after the accident of the property according to the requirements and procedures of the insurance company • Be able to supervise the staff to prepare the information for insurance claim before the deadline, verify the relevant information, and then present and archive. • Be able to follow up and supplement the information or documents related to the claim as required by the superior or the insurance company
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with and have a sense on the procedure of insurance claims, familiar with the steps and information required; and • Be able to supervise the subordinates to collect and prepare relevant information for insurance claim in accordance with the requirements and procedures of the insurance company, and submit it before the deadline to meet the requirements of insurance claim.
Remark	

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Title	Handle matters relating to insurance claims
Code	110487L4
Range	Works of insurance claim, applicable to liaising and coordinating insurance company, owners/tenants and owners corporation to follow up on insurance claims
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand insurance coverage and claims procedure</p> <ul style="list-style-type: none"> • Thoroughly understand the coverage of the insurance policies of the property, as well as the claims procedure, time limits and relevant information of the claim <p>2. Handle insurance claims</p> <ul style="list-style-type: none"> • Be able to assist in handling cases of insurance claim, including verifying whether they are covered by insurance, contacting claimants, collating information of claim, submitting information to insurance company, conducting inspections with notaries, etc. • Be able to contact claimants and insurance company to discuss and arrange compensation • Be able to explain to the owners/tenants/clients the steps and procedures of the claim, such as the time and process, and assist the owners/tenants/clients in grasping the outcome of the case, the calculation method of the claim or the reasons for denial of claim by insurance company • Be able to collate all cases of claim, record all claims information as a whole, and do statistics on the types of cases, causes of accidents, claim amounts and compensation amounts, so as to review insurance arrangements or reduce the occurrence of accidents in the future
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the coverage of the insurance policies of the property, as well as the procedures, time limits and relevant information for claims; • Be able to collect relevant information in all aspects according to the circumstances of the case, verify, collate and provide it to the insurance company, and discuss the compensation arrangements with the insurance company effectively; • Be able to clearly explain the insurance claim procedures to the owners/tenants/clients, analyse the case and the handling method, so that the owners/tenants/clients can clearly grasp the outcome of the case and the relevant compensation arrangements; and • Be able to systematically organize and do statistics on claims to facilitate review of insurance arrangements or reduce the occurrence of accidents in future.
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Title	Devise and develop insurance coverage and terms of the policy
Code	110488L5
Range	Insurance arrangement of properties, applicable to the arrangement of different types of insurance and the coverage, review and formulation of the provisions of the insurance contract
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in coverage and provisions of insurance policies</p> <ul style="list-style-type: none"> • Proficient in the needs of property and insurance protection required, proficient in the nature, scope and important provisions of various types of insurance <p>2. Formulate coverage and provisions of insurance policies</p> <ul style="list-style-type: none"> • Be able to formulate the types, scope and provisions of insurance for protection of the property according to the needs and risk level of the property, such as mechanical and electrical facilities of buildings, recreational facilities, staff, activities and flow of people, etc. • Be able to determine the insured amount, deductible, coverage and items of various types of insurance according to the needs, risks, value of property and relevant legal requirements, such as insurance of property-all-risks, public liability, employee compensation, fire, money loss protection, integrity, etc. • Be able to negotiate and formulate appropriate coverage and terms with the insurance company, determine the policy provisions and coverage, measure the benefits and premium expenses, and ensure that sufficient insurance amount and risk coverage are kept <p>3. Manage insurance claims and risk</p> <ul style="list-style-type: none"> • Be able to manage the procedures of insurance claims effectively, negotiate and discuss the best plan and compensation amount with the insurance company, and resolve the case in the shortest possible time • Be able to understand the area of the property and the level of risk of the facilities, and develop risk management procedures to reduce accidents, property damage or casualties • Be able to cooperate with and comply with the insurance provisions, reduce risks, and avoid accidents or incidents in which the insurance company refuses to compensate
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the needs of insurance protection of property, be proficient in the nature, scope and important provisions of various types of insurance; • Be able to determine the sum insured, deductible, coverage and items of various types of insurance according to the needs, risks, value of the property and relevant legal requirements, measure the amount of compensation and premium expenditure, and ensure that sufficient insurance amount and risk coverage are kept; and • Be able to manage the insurance claims process effectively, solve individual cases, be able to understand the extent of risk of the property and facilities, cooperate with insurance company and comply with the insurance provisions, and formulate effective risk management procedures.
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Title	Formulate risk management strategies
Code	110489L6
Range	Insurance arrangement and risk management, applicable to the formulation of risk management policy for the building services and management operation of the property
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate the relation between risk management and insurance</p> <ul style="list-style-type: none"> • Integrate the principles of insurance and the relationship between insurance and risk management • Integrate the principles of risk management in properties <p>2. Formulate risk management strategies</p> <ul style="list-style-type: none"> • Be able to assess crises, to critique and integrate overall property risk management policies in response to the operating environment and industry requirements • Be able to analyse and judge the risk level of the property, balance the risk with the insured items, the scope and the insured amount, formulate the overall policy of using insurance to share the risk, and implement it • Be able to maintain communication and exchange of ideas with insurance companies, integrate the latest insurance types, special insurance cases or risk analysis related to property management and operation in the market, and review risk management policies and insurance strategies regularly • Be able to assess and review the risk level of the property as a whole on a regular basis, review the effectiveness, quality and difficulties of staff in implementing risk management procedures, and continuously revise and improve the risk management policy
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the principles of insurance, the risk management of property, and the relationship between insurance and risk management; • Be able to systematically critique, assess and review risks and crises according to different operating environments and types of building, integrate the most effective risk management policies, and • Be able to regularly assess and review risk management policies and insurance strategies in response to different operating environments and market trends, review the effectiveness of overall risk management procedures, and revise and improve risk management policies continuously
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Assist in carry out the procedure of quality assurance and accreditation
Code	110490L3
Range	Works of quality management, applicable to assisting in carry out the procedure of quality assurance and accreditation in properties
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with quality management procedures</p> <ul style="list-style-type: none"> • Be familiar with the basic procedures of quality management of services <p>2. Assist in carrying out quality management</p> <ul style="list-style-type: none"> • Be able to help in carrying out quality management procedures as directed, e. g. monitoring service contractors must provide timely services as specified in the contract and make accurate records • Be able to check the service quality of service contractors in accordance with quality management procedures and to make clear and accurate records • Be able to assist in performing procedures or requirements in accordance with the guidelines and quality management procedures, such as updating the owner's emergency contact list annually, responding to the owner's enquiries within a specified time, or providing services according to the performance pledge • Be able to assist in checking and organizing the relevant documents and records required for quality accreditation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the basic procedures of quality management of services; • Be able to assist in the implementation of quality management procedures as instructed, checking the quality of the services provided by contractors, making clear and accurate records, and assist in the execution of relevant service procedures or requirements; and • Be able to assist in checking and organizing relevant documents and records for quality accreditation.
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Title	Implement professional quality management and accreditation
Code	110491L4
Range	Works of quality management and accreditation, applicable to performing quality management procedures and assisting in accreditation works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand quality management procedures</p> <ul style="list-style-type: none"> • Thoroughly understand the procedures and standards of property management, as well as the procedures and requirements for quality accreditation <p>2. Perform quality management</p> <ul style="list-style-type: none"> • Be able to monitor the performance of subordinates and contractors in accordance with quality management procedures and standards to ensure that services provided meet standards and quality requirements • Be able to outsource the services in accordance with the tendering process and systematically monitor the outsourced services in accordance with the quality management procedure to ensure compliance with contractual requirements • Be able to draft practical work instructions that meet quality standards, manage the staff and contractors in performing services according to requirements • Be able to collect and organize all reports submitted in accordance with the requirements of the quality management system, calculate the compliance rate or failure rate of services statistically, and make suggestions for improvement to superiors <p>3. Assist in performing the process of accreditation</p> <ul style="list-style-type: none"> • Be able to check and organize the relevant documents and records required for quality accreditation • Be able to assist in the quality accreditation pre-audit process, assist in checking the reports and records of property management and services according to the quality accreditation procedures and requirements, inspecting the conditions of properties and facilities, checking whether the report is compatible with the current situation, following up and improving the situation that fails to meet the requirements, and report to the superior • Be able to assist in the formal quality accreditation process of the property, including providing documents, records and data to the assessing body, and be able to make preliminary and reasonable explanations • Be able to draft an "action plan" for all "non-conforming" or "observation" items at the time of accreditation for approval by the superior, supervise the subordinates or contractors to make immediate improvements, and achieve the preset goals before the deadline
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the procedures and standards of property management and the procedures and requirements for quality accreditation; • Be able to monitor the performance of subordinates and contractors in accordance with the quality management procedures and standards, ensure that services provided should meet the standards and quality requirements, and be able to make suggestions

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	<p>for improvement to superiors by collating relevant reports and information, service compliance rates or failure rates; and</p> <ul style="list-style-type: none">• Be able to assist in the pre-qualification process of quality accreditation, be able to strictly inspect and organize the relevant documents and records required for quality accreditation, assist in the formal quality accreditation process of the property, and effectively implement the necessary improvement measures after accreditation.
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Title	Formulate the procedure of quality management and plan on related accreditation scheme
Code	110492L5
Range	Works of quality management and accreditation, applicable to formulating the quality management procedures and planning of related accreditation according to the level or requirements of management services
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in quality management system</p> <ul style="list-style-type: none"> • Proficient in various quality management systems, such as ISO9001, ISO14001, ISO26000 and ISO45001, etc., proficient in the procedures and their functions in monitoring the level of management service <p>2. Formulate quality management procedures</p> <ul style="list-style-type: none"> • Be able to follow the specifications of the quality management system and formulate customer service management procedures and work guidelines for each project or position according to the requirements of the management services • Be able to formulate and write tenders of outsourcing, arrange tendering in accordance with procedures, manage and review the service level of outsourced contractors in accordance with the specifications of the quality management system • Be able to review the management procedures and work guidelines in accordance with the standards of the quality management system and changes in property conditions or regulations, and make amendments in a timely manner <p>3. Plan as a whole and implement quality accreditation</p> <ul style="list-style-type: none"> • Be able to analyse property conditions and management service levels, plan as a whole and implement suitable accreditation scheme • Be able to formulate a detailed plan for the implementation of quality management system in line with the objectives of the quality accreditation scheme, including the arrangement of personnel to organize relevant documents and materials, writing work guidelines and procedures, designing report formats, designing performance pledge and objectives, and arranging staff to participate in training • Be able to monitor and review the effectiveness of the implementation of quality management system regularly, review the reasons for non-compliance, and target for improvements • Be able to coordinate the formal quality accreditation process of the property, coordinate staff and contractors to make adequate preparations, including document review and on-site inspections, to avoid "non-conforming" results
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in various quality management systems, proficient in the procedures and the functions of the quality management system in monitoring management service levels; • Be able to formulate quality management procedures and work guidelines applicable to property management according to various quality management systems, effectively demonstrate the system procedures in the management services, review and revise the procedure in a timely manner; and

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	<ul style="list-style-type: none">• Be able to plan as a whole and coordinate the implementation of quality management accreditation process by subordinates and contractors, assess the impact of the implementation of the management system on operations, processes, services, etc., analyse data to evaluate the effectiveness of the implementation, and make improvements.
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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation
Code	110493L6
Range	Planning and analyzing quality management, applicable to planning of owners management services and continuous improvement of services by using market analysis, benchmarking and customer expectation analysis
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate method of analysis and quality management</p> <ul style="list-style-type: none"> • Integrate market analysis, benchmarking and customer expectation analysis and other analytical methods • Integrate and plan as a whole the quality standards of the management services <p>2. Plan as a whole the market and customer analysis</p> <ul style="list-style-type: none"> • Be able to integrate property and market environment, plan as a whole and conduct market analysis, benchmarking, owner expectation analysis, etc., in order to integrate the service quality of the market and the expectations of customers, evaluate and analyse the current service gaps and determine the direction and room for improvement • Be able to conduct research or use relevant information to set the quality and standards of service for the property/organisation, understand the level of service and the level of satisfaction of the owners, and lead the team to promote the effectiveness of quality management continuously <p>3. Improve service quality</p> <ul style="list-style-type: none"> • Be able to integrate the information or data obtained from the analysis, to plan as a whole the direction and methods of improvement on service quality, including the improvement on service quality standards and substantive service levels, and making continuous evaluation and improvement of property and customer management services • Be able to assess and analyse quality standards, plan as a whole and revise policies or outsourced service level agreements for outsourcing contracts, and improve the service levels
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate various analytical methods such as market analysis, benchmarking and customer expectation analysis, integrate and plan as a whole the quality standards of management service; • Be able to integrate property and market conditions, plan as a whole and conduct various analytical research work, set service quality and standards with reference to results of research, and lead the team to promote the effectiveness of quality management continuously; and • Be able to integrate and analyse the information or data obtained, plan as a whole the direction and method of improvement on service quality, and make continuous evaluation and improvement of property and customer management services
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Develop strategically the quality management system, market analysis and positioning
Code	110494L7
Range	Develop quality management system, applicable to developing strategically the quality management system, market analysis and positioning
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Competency in research on quality management, quality standard and market positioning</p> <ul style="list-style-type: none"> • Competency in research and synthesis of quality management system, quality standards, market analysis and positioning <p>2. Development strategies of quality management and market positioning</p> <ul style="list-style-type: none"> • Be able to conduct research on the development strategies of the organisation, strategically develop the quality management system, and lead the organisation to improve service quality in line with organisation development mission • Be able to comprehensively analyse market trends, social and economic developments, and use market research or benchmarking to creatively establish key successful factors and performance indicators of the organisation • Be able to lead the organisation to implement market positioning analysis, innovate service content and quality standards, thereby establishing the goals and vision of the quality management system and driving market development • Be able to research and develop strategies for the quality management system, lead the implementation in the organisation, regularly review the effectiveness and make continuous improvements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be competent in research and comprehensive analysis of quality management system, quality standards, market analysis and positioning; • Be able to conduct research and develop strategies for the organisation, strategically develop the quality management system, and lead the organisation to improve service quality to meet the development mission of the organisation; • Be able to lead organisation to conduct market research or benchmarking, innovate service content and quality standards, establish the goals and vision of the quality management system, and drive market development; and • Be able to strategically lead the research and development of the quality management system, lead the implementation of the system, regularly review the effectiveness and make continuous improvements in the organisation.
Remark	

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Title	Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions
Code	110495L2
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to frontline staff in carrying out routine works of shopping centre, and cultural, recreational and community activities as instructed
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the rules and regulations of venues and the procedures</p> <ul style="list-style-type: none"> • Understand the rules and regulations of the use of venues, the procedures and information, charges, reservations, tickets, and registration for related services <p>2. Assist to prepare and carry out activities</p> <ul style="list-style-type: none"> • Be able to provide details of shopping centre, cultural, recreational and community activities and related services to owners/customers • Be able to contact owners/customers as instructed, encourage owners/customers to participate in activities and answer relevant questions • Be able to distribute promotional leaflets, posters and newsletters on event promotion as directed • Be able to assist in setting up the venue as instructed during festivals, holidays or special promotions • Be able to perform customer service effectively during the event, pay attention to special circumstances during the event and report to the superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the rules and regulations of the use of venue, the procedures and information, charges, reservations, tickets, and registration for related services; • Be able to promote the activities and explain in detail clearly to owners/customers in accordance with the rules of various shopping centre, cultural, recreational and community activities in order to achieve publicity; and • Be able to set up the venue as directed and provide customer services during the event.
Remark	

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Title	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities
Code	110496L3
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to leading subordinates to prepare, promote and execute various shopping centre, cultural and recreational activities and community activities
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with the arrangement and needs of various types of activities</p> <ul style="list-style-type: none"> • Familiar with the specific contents and implementation arrangement of each shopping mall, cultural, recreational and community activities <p>2. Arrange subordinates to perform duties of position</p> <ul style="list-style-type: none"> • Be able to grasp the preferences and needs of owners/customers and to provide practical advice on different activities and activity arrangements • Be able to make manpower arrangements for the activity and instruct subordinates to perform job duties of the position • Be able to lead subordinates to prepare festivals/theme decorations and lighting arrangements according to different festivals/themes, and perform the related works as established • Be able to lead subordinates to provide value-added services, personalized services, catering services and other types of customer service to owners/customers • Be able to lead subordinates to assist in organizing activities and providing services, and guide subordinates to deal with special circumstances immediately during activities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the specific content and implementation arrangements of various shopping malls, cultural and recreational activities; • Be able to clearly grasp the needs of owners and customers and detail arrangement of the activities, and supervise subordinates to promote activities effectively; and • Be able to systematically arrange manpower and handle site work, as well as lead subordinates to perform duties during the event and deal with special circumstances.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities
Code	110497L4
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to coordinating the preparation, implementation and promotion of shopping centre, cultural and recreational activities and community activities
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thorough understand the knowledge of preparation, market and customer needs</p> <ul style="list-style-type: none"> • Thoroughly understand various types and functions of shopping centre activities, cultural and recreational activities and community activities • Thoroughly understand the skills and knowledge in preparation and execution of various tasks • Thoroughly understand the needs and expectations of owners/customers and the market for various activities <p>2. Thoroughly understand the market, needs and expectations of customers</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the needs and expectations of owners, customers and markets for various activities, and make specific and relevant suggestions for the design of activity themes or contents • Be able to prepare various promotional activities to increase the satisfaction of owners and customers according to their needs <p>3. Prepare and carry out various events</p> <ul style="list-style-type: none"> • Be able to contact contractors or relevant departments to arrange the holding of shopping centre, cultural and recreational, community and festival activities, and participate in and assist in planning the decoration of the venue • Be able to prepare and arrange cost-effective activities and services, and enhance communication with owners and customers through the organisation of recreational activities • Be able to draft customer service projects such as value-added services, personalized services, and catering services, and monitor the implementation of various services • Be able to assist in the organisation and promotion of various theme activities by preparing the content, time, manpower allocation, venue arrangement, publicity, contingency plan and other preparation works for shopping centre, cultural, recreational activities and community activities • Be able to carry out the management of various activities effectively, supervise the subordinates and contractors to carry out the plan, and respond to any unexpected accidents properly <p>4. Compile and analyse statistical data</p> <ul style="list-style-type: none"> • Be able to compile and analyse the statistical data of customer participation in activities for reference and advice • Be able to submit data summary, draft outline or proposal for shopping centre, cultural, recreational activities and community activities, clubhouse services, etc.

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Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the types and functions of various shopping centre activities, cultural and recreational activities, understand thoroughly the knowledge and skills of preparation and execution of various tasks, and the needs and expectations of owners/customers and the market on various activities; • Be able to understand the needs and expectations of owners, customers and the market for various activities, then prepare various promotional activities to increase the satisfaction of owners/ customers, and strengthen communication with owners and customers through activities; • Be able to coordinate the arrangement of activities, set up the process of preparation, contact personnel of different sections to carry out the plan properly, and ensure a smooth progress of activities; and • Be able to compile and analyse the data of activities, design activity outlines or draft activity plans to fulfill the objectives of customer service.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services
Code	110498L5
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to formulation of overall shopping centre, cultural, recreational facilities, community activities and value-added services, as well as the implementation of various activities
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Analyse pros and cons and market trends</p> <ul style="list-style-type: none"> • Analyse the effectiveness, pros and cons of various shopping centre activities, cultural and recreational activities and community activities • Proficient in the needs and expectations of owners/customers and market trends <p>2. Plan as a whole the outline of overall activities</p> <ul style="list-style-type: none"> • Be able to formulate the outline of customer services and activities for shopping centre, cultural and recreational activities, community and clubhouse activities, prepare the scope of activities, annual plans and financial budgets in overall • Be able to elaborately plan and coordinate each shopping centre, cultural and recreational, community, festival and theme activity, decoration, promotion and publicity to increase customer flow or sense of belonging <p>3. Formulate rules and policy of activities</p> <ul style="list-style-type: none"> • Be able to formulate rules, fees, procedures and overall policies for shopping centre, cultural, recreational and community activities, customer or value-added services, etc. • Be proficient in market trends and property positioning, so as to establish the target of publicity and formulate an overall marketing plan • Be able to plan shopping center activities flexibly in response to market changes • Be able to analyse and review statistical data of activities, evaluate the effectiveness of activities, and make adjustments, additions or deletions to activities or services <p>4. Innovate activities and services</p> <ul style="list-style-type: none"> • Be able to use innovative ideas to plan the specific content of customer service such as value-added services, personalized services, and catering services • Be able to organize creative events based on market trends or technological developments
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to analyse the effectiveness, pros and cons of various shopping centre activities, cultural, recreational and community activities, and be proficient in the needs and expectations of owners/customers and market trends; • Be able to elaborately plan and coordinate each activity in line with the needs of owners/customers and market trends, and be able to outline the customer services and activities of shopping centre, cultural and recreational activities, community and clubhouse activities, and prepare the scope of activities, annual plans and financial budgets in overall;

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	<ul style="list-style-type: none">• be proficient in market trends and property positioning, formulate an overall marketing plan, and make a cost-benefit analysis of each project to adjust the strategy; and;• Be able to gain insight into market trends and use innovative ideas to ensure that the content of the event matches the positioning of the shopping and the objectives of the cultural, recreational and community activities.
Remark	

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Title	Plan as a whole and evaluate on shopping centre, cultural, recreational and community activities and value-added services
Code	110499L6
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to the overall planning of shopping centre, cultural and recreational facilities, community activities and value-added services to build community relations
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate all strategies</p> <ul style="list-style-type: none"> • Integrate all strategies of activities, services and development of community relations • Integrate market trends, promotion strategies and directions of community development <p>2. Plan as a whole and evaluate the activities and services</p> <ul style="list-style-type: none"> • Be able to integrate and plan as a whole the scope and direction of the shopping centre, cultural and recreational, community and various activities and customer service in overall, and revise it in response to market trends • Be able to assess the cost-effectiveness and data of shopping centre activities, cultural and recreational, community activities and customer services or value-added services as a whole, and determine future development strategies • Be able to integrate the directions of market and community development, and plan interactive strategies for activities and community development • Be able to promote the overall shopping centre activities, cultural and recreational activities, community and various activities and customer services to build a harmonious community and make contributions to the community
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the strategies of activities, services and development of community relationships, integrate market trends, promotion strategies and directions of community development; • Be able to conduct in-depth research on the positioning and community needs of the shopping centre, cultural and recreational activities, community activities in overall, critically evaluate relevant data and information, and study the interaction between activities and communities, so as to evaluate the benefits and directions of future development systematically; and • Be able to contribute to the community by planning community activities, leading community development and building a harmonious community.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions
Code	110500L2
Range	Works of pre-management, takeover and handover, applicable to frontline staff in carrying out registration and keeping records in building takeover and handover, inspections and acceptance as instructed
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the procedure of handover</p> <ul style="list-style-type: none"> • Understand the handover items and procedures of buildings/flats, including facilities, verification of owner documents, home appliances provided, acceptance records, etc. <p>2. Carry out handover and inspection</p> <ul style="list-style-type: none"> • Be able to carry out general building and flat inspection and acceptance work according to steps and instructions, and make clear records • Be able to carry out the handover of flats according to the steps and instructions, including verifying the owner's information, explaining the handover procedures, fitting-out and moving-in regulations to the owners, etc., and effectively maintaining order during the handover period • Be able to assist the owners in recording the information of inspection and follow up on the enquiries of the owner or customer • Be able to maintain close communication with owners or customers as instructed and assist in following up the arrangements for the rectification of defects in flat • Be able to perform various pre-management arrangements as directed and provide information to owners/customers on the operation of the property and the use of facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the handover items and procedures of buildings/flats; • Be able to understand the building/flat information and handover items, carry out routine handover as instructed, and explain each handover item and related follow-up procedures to the owners in an organized and detailed manner; and • Be able to maintain close communication with owners or customers as instructed and assist in following up the arrangements for the rectification of defects in flat.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work
Code	110501L3
Range	Works of pre-management, takeover and handover, applicable to supervising and arranging subordinates to carry out various handover steps, and giving guidance and training to subordinates
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with handover procedures and details of handover items</p> <ul style="list-style-type: none"> • Familiar with the handover procedures and the work steps of each post • Familiar with the details of handover items of the building/flat <p>2. Lead and supervise subordinates in handover and takeover systematically</p> <ul style="list-style-type: none"> • Be able to brief the handover procedures to the subordinates systematically and train the communication skills that the subordinates should have, and support the subordinates to solve the difficulties during the handover • Be able to lead subordinates to perform handover services, properly perform handover steps and record all issues in handover, and make reports before the deadline • Be able to lead subordinates to provide after-sales consulting services and follow up on individual cases • Be able to supervise the subordinates in contacting the owners/customers to follow up the various arrangements of defects rectification of the flat until the completion of the case
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the handover procedures, the work steps of each position, and the details of handover items of the building/flat; • Be able to get familiar with the entire handover process, systematically organize manpower and assign work steps for each position, supervise the work process to complete the handover within the established time limit; and • Be able to train subordinates to be familiar with the works of handover and lead the subordinates to carry out the handover, and supervise the subordinates to follow up the problems of the owners and customers, and follow up defects rectification of flat, so as to provide a complete after-sales service.
Remark	

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Title	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work
Code	110502L4
Range	The work arrangement of pre-management, applicable to supervising the progress of pre-management work and coordinating with relevant departments/flats for handover of flats, after-sales service and follow-up defects
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the schedule and arrangement of handover of the first owner or developer</p> <ul style="list-style-type: none"> • Thoroughly understand the handover arrangements, needs, timeframe, etc. of first owner and developer • Thoroughly understand the property information, community information, handover items and procedures of the property <p>2. Prepare for takeover</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the terms of the deed of mutual covenant of the building, draft the moving-in guidelines, residents handbook, the fitting-out guidelines, the property and community information booklet, etc. • Be able to draft the documents and forms required for takeover and handover of building and flats, such as owner information registration, collection of keys, related documents and forms, household permit application, record of flat inspection, etc. • Be able to arrange building/flat handover schedules and manpower, and assist in the procurement of various services • Be able to liaise with service contractors to arrange for manpower and pre-order of equipment, tools and materials to take over the property • Be able to contact the insurance company to arrange the effective date of the property insurance • Be able to liaise with the relevant government departments to arrange the effective date of various services, such as the date of garbage collection and disposal, postal services, etc. • Be able to assist in the establishment of management offices, control centers and customer service counters, etc. <p>3. Conduct inspection and acceptance of common areas</p> <ul style="list-style-type: none"> • Be able to assist in the inspection and acceptance of the common areas and various facilities of the property, test various systems, and record the result of acceptance • Be able to arrange for manual recording of water meter and electricity meter readings • Be able to properly arrange the location of directory/signs, set up equipment or notices, etc. <p>4. Follow-up on handover and defects rectification</p> <ul style="list-style-type: none"> • Be able to clearly explain to customers and owners the facilities of the building/flat and the house rules of the building, and provide good after-sales service • Be able to takeover and handover building/flat in accordance with takeover/handover procedures and make detailed records

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	<ul style="list-style-type: none"> • Be able to maintain close contact with developer and general contractors to follow up on the progress of defects rectification without affecting owners/customers' moving-in • Be able to negotiate special cases of the handover with the representatives of the building contractor, and try to coordinate and solve any problems • Be able to collect records and information, produce a summary of the results of defects rectification, submit regular reports to the superior, and make suggestions for the delays or special cases
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the handover arrangements, needs, timeframe, etc. of the first owner and developer, and be able to understand thoroughly the property information, community information, work items and procedures of the takeover and handover of the property; • Be able to understand the schedule, strategy and resources of the first owner and developer in takeover and handover the building, effectively prepare the preliminary work of pre-management of the building, prepare the guidelines and documents related to the takeover/handover of the building and flats according to the terms of the deed of mutual covenant of the building, and arrange for the relevant service contractors to prepare manpower, equipment and materials; • Be able to cooperate with the participation of technical staff to inspect and accept the common areas of the property effectively, set up service facilities and arrange handover of flats; • Be able to follow up on all items to ensure that the facilities in common areas meet specific standards and operate properly and safely, and coordinate with relevant departments/teams to ensure that services are provided to all owners/customers during the moving-in period of the property; and • Be able to understand thoroughly the handover items within the flat, define and judge the responsibility for the defects, and be able to contact the owners/customers and developer/building contractor to follow up the defects rectification skillfully
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Plan as a whole on the tendering, pre-management, takeover and handover related matters
Code	110503L5
Range	Tendering and pre-management works, applicable to coordination of bidding for property management service, building takeover/handover, setting up management office and management teams, and following up on reinstatement works
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in bidding and procedures of pre-management</p> <ul style="list-style-type: none"> • Proficient in the standards and techniques of bidding tender for property management services • Proficient in plans, procedures and standards for pre-management, takeover and handover of properties <p>2. Devise property management service tender</p> <ul style="list-style-type: none"> • Be able to participate in bidding tender for property management services, including attendance at tender briefings, plan the management services, and devise tenders that tailored to market and client needs • Be able to represent the company in the bidding process, including attending interviews or consultation sessions for property management services tenders, introducing services to owners corporation/owners or clients and responding to questions • Be able to set future management budgets to determine the level of management fees <p>3. Plan as a whole the pre-management works</p> <ul style="list-style-type: none"> • Be able to coordinate the pre-management of the property, including manpower arrangement, setting of management fee, procurement of facilities and equipment, production of various information booklets and procedural guidelines, and setting of handover procedures • Be able to establish communication and work procedures with developer, project consultant/registered authorized person and general building contractor, be proficient in testing and commissioning procedures and standards of the developer • Be able to set up a takeover/handover team to be responsible for takeover/handover of building/flats, and determine the handover procedures and handover items • Be able to produce handover brochure and documents related to takeover/handover • Be able to set up the management office, control center, customer service office, or set up each work team according to the service content and scale, arrange the overall management manpower and provide training <p>4. Plan as a whole the takeover and handover services</p> <ul style="list-style-type: none"> • Be able to determine the emergency vehicular access, driving routes, entrances and exits, location of the loading and unloading bays, the adequacy of equipment and facilities in multi-purposes room, the market positioning and trade-mix of commercial buildings, the location of signs/notice boards, washroom facilities, etc. before taking over the property, purchase the necessary equipment and facilities, make detailed plans and guidelines for future operation and use, and supervise the staff and contractors to provide services effectively

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	<ul style="list-style-type: none"> • Coordinate the testing and commissioning of common parts, common facilities and systems, etc., and follow up on the progress and quality of the rectification • Be able to establish policies and procedures of after-sales service, and determine the quality of handover service • Be able to establish handover procedures and negotiate repair arrangements with developer <p>5. Plan as a whole the financial arrangement</p> <ul style="list-style-type: none"> • Be able to coordinate the financial department to set up separate bank- account, and deal with the income and expenditure of the pre-management account and the owners'account respectively • Be able to analyse financial information and data, monitor expenses during the takeover period, and clearly distinguish between the expenditures in the building accounts or developer accounts, and handle the arrangement of management fees for unsold units
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the standards and techniques of bidding tender for property management services, be proficient in the plans, procedures and standards for pre-management, takeover and handover of properties; • Be able to effectively devise property management tenders and participate in the bidding process on behalf of the company; • Be able to organize the pre-management systematically, coordinate and complete the services, operations and processes of the pre-management; • Be able to analyse the progress of each process and assess the condition of the property, and make detailed plans and guidelines for future operation and use, so as to commence management services on time and supervise the effective provision of services by subordinates and contractors; • Be able to coordinate the testing and commissioning of common parts, common facilities and systems effectively, and follow up on the progress and quality of rectification; and • Be able to fully manage the items of management expenditure and the budget, monitor the expenditure, accounts arrangement and classification, clearly and accurately handle the accounts of the pre-management period and the occupation period.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Master planning on tendering, pre-management, takeover and handover programme, and participate in drafting of the deed of mutual covenants
Code	110504L6
Range	Tendering and pre-management works, applicable to planning of direction and timelines of bidding tender and pre-management, and participating in drafting of deed of mutual covenant of the building
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate strategies of tendering and direction of management</p> <ul style="list-style-type: none"> • Integrate strategies of bidding tender and market positioning in the property management market • Integrate direction of property management services and benchmarks • Integrate the provisions and restrictions of the deed of mutual covenant of the building <p>2. Plan the strategies of tendering</p> <ul style="list-style-type: none"> • Be able to integrate the corporate strategies and market positioning, criticize and plan the strategy for bidding tender of property management service contracts • Be able to integrate and allocate resources, take advantage of the strength to develop markets and promote services <p>3. Plan the pre-management</p> <ul style="list-style-type: none"> • Be able to advise on management arrangements on the development blueprint, and arrange regular meetings to discuss the arrangements with registered authorised person or project manager • Be able to plan the overall management policy, integrate and plan human resources, financial and technical resources, so that the pre-management work, takeover of property, handover of flat and future management services can meet the corporation's quality standards and market position <p>4. Participate in drafting of deed of mutual covenant</p> <ul style="list-style-type: none"> • Be able to maintain close contact with the developer's legal advisers and actively participate in the drafting of the deed of mutual covenant of the building in accordance with legislation, the Deed of Mutual Covenant Guidelines of the Lands Department and recent developments, in particular on matters such as the allocation of undivided shares, the allocation of management shares, the calculation of management fees, the responsibilities of managers and the rights and obligations of residents
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the strategies of bidding tender and market positioning in the property management market, the management direction and service benchmarks of the property, and the provisions and constraints of the deed of mutual covenant of the building; • Be able to integrate the corporate's strategy and market positioning, criticize and plan the strategy of bidding tender for property management service contracts, and use the strength to develop the market and promote services;

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	<ul style="list-style-type: none">• Be able to integrate the needs of building management operations, evaluate the impact of property development blueprint on future management works, and provide opinions on the planning with professional judgment;• Be able to integrate and plan the overall management policy, integrate and plan the overall resources and make effective allocations, so that the management services can meet the corporate's quality standards and market position; and• Be able to consolidate the latest government information on the approval of deed of mutual covenant of the building, assess its impact and provide professional advice on the relevant parts or provisions during the drafting of the deed of mutual covenant.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Carry out lease management matters and enforce lease terms
Code	110505L2
Range	Leasing works, applicable to frontline employees in enforcing the lease terms and handling the lease matters as instructed
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the leasing terms and leasing matters</p> <ul style="list-style-type: none"> • Understand the general terms and execution details of the lease • Understand the basic work of general leasing <p>2. Enforce the lease terms and handle lease matters</p> <ul style="list-style-type: none"> • Be able to collect various types of rental charges under prescribed guidelines, and pay attention to cases of late or rent arrears, and follow up immediately to avoid worsening of the situation • Be able to lead tenants to inspect flats/shop units and facilities, explain the main lease terms and fitting-out rules • Be able to handle the handover of rental units and shops in accordance with the prescribed guidelines and make clear records • Be able to check and inspect rental properties, assist in enforcing the terms of the lease, and report violations to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the general terms and execution details of the lease, as well as the basic work of general lease; and • Be able to correctly perform basic leasing tasks and handle charges according to the provisions of lease and prescribed guidelines, be able to understand and distinguish violations, then follow up according to instructions and report to superiors.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Lead subordinates in handling lease management matters and enforcement of lease terms
Code	110506L3
Range	Leasing works, applicable to leading subordinates to perform works on leasing matters and follow up on the execution of lease terms
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with lease terms and leasing matters</p> <ul style="list-style-type: none"> • Be familiar with the provisions of the lease and the deed of mutual covenant, and be familiar with the rights and obligations of both the landlord and the tenant • Be familiar with the methods of handling general violations <p>2. Supervise subordinates in execution of works on leasing matters</p> <ul style="list-style-type: none"> • Be able to supervise the subordinates to properly handle leasing matters and various fees according to the terms of the lease, the deed of mutual covenant and the relevant code of practice, and follow up on whether the tenant has violated the usage of the property • Be able to supervise subordinates in collecting fees such as rent, rental deposit, management fees or other expenses in accordance with the terms of the lease and record the relevant data accurately • Be able to supervise the subordinates in handling the handover of rental flats and shop units, including inspection and acceptance of flats/units, follow-up on the applications for decoration, installation of signboards and shop front displays, and other matters after handover • Be able to supervise the enforcement of the lease terms and deal with irregularities in general according to urgency and severity, for example, obstruction of access or change of usage, etc. • Be able to lead subordinates to carry out inspections, registrations and collection of valuable data, such as customers flow, business mode, etc. • Be able to pay attention to the status of the tenant's operation and use of the premises, and advise the superior on the future plans or leasing arrangements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the lease terms and the deed of mutual covenant, familiar with the rights and obligations of both the owner and the tenant, and familiar with the method of handling general violations; • Be able to use knowledge and practical experience of leases and regulations to lead subordinates in the effective execution of leasing matters, including the collection of fees and handover of flats/shop units, and detection of violations of lease terms; and • Be able to lead subordinates to carry out inspections, collect valuable data, pay attention to the tenant's operation and usage of premises, and make meaningful suggestions to the superior on future plans or tenancy arrangements.
Remark	

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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Handle lease management matters and liaise with tenants
Code	110507L4
Range	Lease management, applicable to arrangement for lease and lease renewal of the flat/unit, tenants liaison and monitoring the execution of lease provisions
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements of lease management and lease terms</p> <ul style="list-style-type: none"> • Thoroughly understand the laws and regulations of lease management and provisions of the lease • Thoroughly understand the skills of tenants liaison and soliciting <p>2. Arrange for leases and management</p> <ul style="list-style-type: none"> • Be able to represent the owner to view the unit or shop for lease with potential tenants • Be able to contact and communicate with landlords, developers, tenants, etc. to assist in negotiating leases, or renewal of leases, etc. • Be able to assist in contacting landlords or developers to negotiate lease and special terms, arrange for the signing of leases, and discuss renovation requirements, etc. • Be able to properly arrange the handover of rental flats and shops, including acceptance and inspection of decoration, etc., and ensure that all parties sign related documents and documents are verified • Be able to follow up on the registration of leases as needed • Be able to collate tenant-related information, such as rent arrears, business operations, impact on other customers, etc., and make recommendations on lease renewal cases <p>3. Liaise with tenants</p> <ul style="list-style-type: none"> • Be able to liaise with tenants to assist tenants in following up and resolving matters that occur in the flat/shop unit, e. g. following up on the items listed in the lease for which the landlord is responsible for maintenance • Be able to conduct regular or ad hoc inspections of the flat/shop unit to understand the needs or expectations of tenants, and their opinions on the property or services, etc., so as to facilitate future review of lease renewal or termination <p>4. Execute the provisions of lease</p> <ul style="list-style-type: none"> • Be able to clearly communicate leases and management rules or regulations to tenants to prevent violations of leases or management rules • Be able to assist in monitoring the enforcement of the terms of the lease, handling and following up on violations • Be able to record rental payment and data of collection, and then follow up on overdue payments in accordance with guidelines
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the legal requirements of lease management and provisions of the lease, the skills of tenants liaison and soliciting; • Be able to effectively apply the knowledge of lease management and provisions of lease, plan the work of leasing and renewal, negotiate with the relevant parties and

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	<p>tenants, and complete the signing of the lease or renewal within the prescribed time limit;</p> <ul style="list-style-type: none">• Be able to liaise with the tenant, assist the tenant in following up or resolving the matters that have occurred in the flat/shop unit, fully understand the needs or expectations of the tenant and their comments on the property or services, and make suggestions on future renewal or termination of the lease; and• Be able to clearly communicate leases and management rules or regulations to tenants, supervise the execution of the lease provisions in overall, contact and coordinate with relevant departments to deal with and follow up on violations when situation requires
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Title	Consolidate trade mix and manage leasing matters
Code	110508L5
Range	Lease management, applicable to assessment of rental returns, analyzing market conditions, and integrating tenant portfolios
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in leasing market</p> <ul style="list-style-type: none"> • Analyse the development and trend of the leasing market • Proficient in the methods of analysis on rental returns and tenant mix <p>2. Analyse rental information</p> <ul style="list-style-type: none"> • Be able to analyse and follow up on the account of rental income, calculate cash flow, financial return, vacancy rate and its impact • Be able to analyse market developments and trends, assess rental returns and benefits, and make recommendations on planned rent levels and adjustment ratios <p>3. Devise tenant mix</p> <ul style="list-style-type: none"> • Be able to provide information on property valuation and seek for suitable tenants • Be able to analyse market conditions, flexibly arrange and integrate tenant mix, make recommendations to landlords or developers, and make corresponding arrangements for improving the property environment and facilities • Be able to maintain close communication with landlords, developers and tenants to reach consensus on all aspects of the lease, lease terms and renewal <p>4. Monitor overall lease management</p> <ul style="list-style-type: none"> • Be able to coordinate the handover of leased flats/shop units to ensure a smooth process • Be able to monitor the execution of the provisions of the lease in overall and the management of the lease, and submit regular reports to landlords or developers to review the current lease and make suggestions for improvement • Be able to analyse and assess the needs and expectations of the market, tenants and customers, and make suggestions for improvement of the overall property environment, facilities and services, etc., to ensure that the property facilities, services and environment meet the expectations of the market and customers, and thus obtain an ideal rental return at the same time
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to analyse the development and trends of the leasing market, be proficient in the methods of analysis on rental returns and tenant mix; • Be able to critically analyse leasing and market information, plan rent levels and adjustment ratios, plan and propose creative tenant mix in relation to market trends to cater for market needs and enhance returns; and • Be able to effectively monitor the overall leasing management, review the needs and expectations of the market, tenants and customers, collate the data of the service in leasing management, evaluate the overall service operations and make suggestions for improvement of the property environment, facilities and services.

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Title	Evaluate lease management standard, plan on leasing strategies, market analysis and positioning
Code	110509L6
Range	Leasing management, applicable to analyzing the effectiveness of leasing management, evaluating service levels and overall planning on leasing strategies and development, and planning on market positioning
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate leasing market and strategies</p> <ul style="list-style-type: none"> • Integrate leasing market development and leasing strategies <p>2. Plan as a whole the market analysis and positioning</p> <ul style="list-style-type: none"> • Be able to plan as a whole various analyses of market development trends, and effectively assess the positioning, value and strength of property in the market based on various types of data of the property • Be able to study the overall development of the market and make long-term plans for enhancing the value of property or expansion of leasing <p>3. Evaluate leasing management and devise policy</p> <ul style="list-style-type: none"> • Be able to evaluate average rental value and return, and plan short-to-long-term marketing and promotion strategies based on market development and property status • Be able to make a comprehensive assessment and analysis of the overall leasing returns, service levels, leasing portfolio, market conditions, etc., so as to plan the overall leasing strategy and adjust the strategy at the appropriate time • Be able to establish reciprocal relationships with landlords or developers, major tenants or customers, and actively explore market opportunities and devise lease expansion plans
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate leasing market development and leasing strategies; • Be able to plan various analyses of market development trends, effectively study the overall development of the market, and make long-term plans for the expansion of property value or leasing; and • Be able to integrate and assess the nature and level of leasing services, adjust the direction of development and service level according to business returns and development strategies, lead the implementation of improvement plans, and be able to develop market opportunities and devise development strategies.
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Title	Carry out daily customer service duties
Code	110510L1
Range	Works of customer services, applicable to frontline staff in performing the daily work of serving customers
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know basic hospitality skills</p> <ul style="list-style-type: none"> • Know the basic hospitality and communication skills <p>2. Apply basic hospitality skills</p> <ul style="list-style-type: none"> • Be able to receive customers politely • Be able to apply basic communication skills in provision of basic customer services • Be able to maintain personal grooming and cleanliness at all times, and conform to the established image of the organisation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know basic hospitality and communication skills; and • Be able to receive customers politely, maintain good communication with customers, and to provide basic customer services in line with the established image of the organisation
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Title	Communicate with customers, carry out duties in customer services and community relations
Code	110511L2
Range	Works of customer Services and community relations, applicable to frontline staff in daily communication with customers and perform duties in customer services and community relations
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general public relations and communication skills</p> <ul style="list-style-type: none"> • Be able to understand general public relations and communication skills, including courtesy, body language, speaking skills and attitude, etc. • Be able to understand the community information of the property <p>2. Apply public relations and communication skills</p> <ul style="list-style-type: none"> • Be able to apply public relation skills to receive customers quickly and enthusiastically • Be able to communicate with customers with care and respect, understand their questions or requests, respond and follow up appropriately • Be able to provide appropriate assistance to customers upon enquiries or complaints • Be able to answer queries from customers about community information, such as transportation or community facilities • Be able to seek assistance from colleagues or supervisors at the right time to resolve more difficult cases
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand general public relations and communication skills; and • Be able to apply public relations and communication skills effectively, communicate clearly with customers, understand customer problems or requirements, then provide appropriate response and assistance to customers.
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Title	Lead subordinates to communicate with customers and carry out duties in customer services and community relations
Code	110512L3
Range	Works of customer services and community relation, applicable to supervising staff in communication with customers and performing customer services and community relation duties
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with customer services</p> <ul style="list-style-type: none"> • Be familiar with the principles, effectiveness and practical skills of customer service <p>2. Supervise subordinates to perform customer services</p> <ul style="list-style-type: none"> • Be able to supervise subordinates to use public relations skills and communication skills to make customers feel good, and build positive and good relationships with customers • Be able to supervise subordinates to understand the content and main operational focus of customer services, and grasp the information of facilities in the property and the community, then provide useful information to customers accurately • Be able to grasp the needs and requirements of customers by using questioning, listening and responding skills
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the principles, effectiveness and practical skills of customer service; • Be able to lead subordinates to exert effective public relations and communication skills, grasp the needs and requirements of customers, provide services to customers effectively, and establish positive and good relationships with customers; and • Be able to follow up on customer enquiries, requests or complaints in accordance with the company's performance pledge, and ensure that each case is followed up and handled properly and effectively.
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Title	Manage customer services, media and community relations
Code	110513L4
Range	Works of customer services and community relations, applicable to managing customer services, coordinating media and community relations
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand customer service and community relation skills</p> <ul style="list-style-type: none"> • Thoroughly understand the principles and success factors of customer service • Thoroughly understand media and community relationship management skills <p>2. Manage works of customer services</p> <ul style="list-style-type: none"> • Be able to apply the concept and principles of quality to motivate subordinates to provide quality customer services and increase customer satisfaction • Be able to empathize with the customer's mood and deal with the customer's problems, requests or complaints in an empathetic manner so as to build up trust of customer • Be able to comply with the company's performance pledge and meet the reasonable request of customers effectively • Be able to teach employees the skills of quality customer service and supervise the faithful implementation of subordinates • Be able to gather customer comments or expectations about the services and draft plans for improvement of services • Be able to collate and analyse various data and information, such as the number and types of complaints, then make analysis and recommendations on the service level or effectiveness after review • Be able to use various communication platforms or media channel, such as newsletter to residents and property websites, to publish property and community information to improve customer awareness and understanding of the services, and enhance interaction with customers <p>3. Perform media and community relationship management</p> <ul style="list-style-type: none"> • Be able to handle media enquiries or referred complaints skillfully in accordance with company guidelines • Be able to respond politely to media interviews about emergencies and maintain due order • Be able to assist in arranging media interviews or posting messages/responses to the media as directed by the company when necessary • Be able to liaise with local groups and increase residents' knowledge in community affairs
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the principles and success factors of customer service, and skills of media and community relationship management; • Be able to understand thoroughly the requests and expectations of customers, and be able to teach and motivate staff to provide quality customer services, effectively meet the reasonable requests of customers, be able to integrate relevant information and data, and make suggestions for improvement or increase of services;

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	<ul style="list-style-type: none">• Be able to use various communication platforms or media to improve customers' awareness and understanding of services and communities effectively, enhance interaction with customers, and gain customer trust; and• Be able to respond skillfully to the media in accordance with the company's guidelines, maintain due order, and maintain good relations with the media and local groups.
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Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Plan on customer services management, promote community relations management, and relations with owners' organisation
Code	110514L5
Range	Works of customer services and community relations, applicable to formulating customer service and customer relationship management plans to promote the relationship management of the community and the owners organisation
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in community and customer relationship management</p> <ul style="list-style-type: none"> • Proficient in the principles and elements of customer relationship management • Proficient in the principles of promoting community relationship management and owners organisation relationship management <p>2. Devise plan of customer services and customer relationship management</p> <ul style="list-style-type: none"> • Be able to fully grasp the key success factor to quality service, lead the team to provide customers with high-quality services that exceed customers' expectation, increase customer satisfaction and trust, and build up loyal customer groups • Be able to gain insight into customer and market needs, design plans for customer services and manage customer relationship, and motivate teams to implement • Be able to analyse and evaluate information or data from various media channels in order to define standards, content and guidelines for customer services • Be able to assess service levels or performance gaps with customer expectations, review causes and make improvements <p>3. Promote community and owners organisation relationship management</p> <ul style="list-style-type: none"> • Be proficient in persuasion skills involved in communication, and effectively preside over meetings and lead the progress • Be able to influence subordinates and joint together to achieve the company's quality service indicators, so as to gain the trust of the owners organisation and customers • Be able to gain the trust of the owners organisation and its members with professional management, attitude, knowledge and judgment, and establish a long-term and mutually trusting relationship with the owners organisation • Be able to promote the participation of owners organisation in community activities and establish interactive relationships with community groups
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the principles and elements of customer relationship management, and proficient in the principles of promoting community relationship management and owners organisation relationship management; • Be able to fully grasp the key success factor to quality service, lead the team to provide quality services to customers, be able to gain insight into customer and market needs, design plans for customer services and manage customer relationship, and devise customer service standards, content and guidelines; and • Be able to effectively host and lead meetings, be able to apply professional knowledge, attitude, judgment and management competency in gaining the trust of the owners

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	organisation and its members, and establish a long-term and mutually trusting relationship with the owners organisation.
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Title	Plan and develop strategies on customer services management, community relations management and promotion of services
Code	110515L6
Range	Works of customer services and community relations, applicable to planning and developing strategies on customer services management, community relations management and promotion of services
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Integrate strategies of customer services and community relations <ul style="list-style-type: none"> • Integrate strategies of customer relationship management, community relationship management and promotion of services 2. Plan as a whole and promote customer relationship management <ul style="list-style-type: none"> • Be able to study and analyse customer mentality and expectations in order to plan a policy for building loyal customers • Be able to conduct research and analysis on the quality of market and social services in order to plan services that exceed customer expectations • Be able to integrate and plan as a whole the strategies for managing customer expectations • Be able to lead subordinates and teams to build good, trusting and long-lasting relationships with owners organisation and customers 3. Plan as a whole and promote community relationship management <ul style="list-style-type: none"> • Be able to integrate information on community planning or development, and plan as a whole the role of the property and organisation in the community • Be able to plan as a whole the community engagement and development work, establish interactive and mutually beneficial relationships with community groups, and support the sustainable development of the community • Be able to plan procedures and codes of practice for interacting with community groups or community members 4. Plan as a whole and promote strategies of services promotion <ul style="list-style-type: none"> • Be able to evaluate and plan as a whole the service promotion strategies, and effectively promote service contents and standards to customers • Be able to adopt and expand the latest or most popular promotion methods, so that customers have accurate information of the services 5. Review the effectiveness of strategies <ul style="list-style-type: none"> • Be able to plan as a whole the methods to review the effectiveness of customer relationship management, community relationship management and service promotion, such as determining performance indicators, designing customer satisfaction surveys, etc., to review the effectiveness and make improvements
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none">• Be able to integrate strategies of customer relationship management, community relationship management and promotion of services;• Be able to integrate and analyse customer mentalities and expectations, research and analyse market and social requirements for service quality, plan as a whole the services that exceed customer expectations, and lead subordinates and teams to establish good, mutually trusting and long-lasting relationships with owners organisation and customers;• Be able to integrate information on community planning or development, evaluate and plan as a whole the role of property and organisation in the community, establish interactive and mutually beneficial relationships with community groups, support the sustainable development of the community, and be able to plan procedures and codes of practice for interaction with community groups or community members;• Be able to adopt and expand the latest or most popular promotion methods, plan as a whole the service promotion strategies, then effectively promote service contents and standards to customers; and• Be able to plan as a whole the methods to review the effectiveness of customer relationship management, community relationship management and service promotion, and to make improvements continuously.
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Functional Area - Facility Management relating to a Property

Title	Know about club house, cultural and recreational facility
Code	110516L1
Range	General works of club house, cultural and recreational facilities in residential properties, applicable to frontline personnel in knowing basic facilities and discovering of damages
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know facilities</p> <ul style="list-style-type: none"> • Be able to know the location and various types of general Club House, cultural and recreational facilities <p>2. Patrol to club house, cultural and recreational facilities</p> <ul style="list-style-type: none"> • Be able to patrol to club house, cultural and recreational facilities according to established procedures • Be able to discover damage to club house, cultural and recreational facilities and report to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the location and types of general club house, cultural and recreational facilities; and • Be able to patrol to club house, cultural and recreational facilities in accordance with established procedures, discover damage to the facility and be able to report accurately to superiors.
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Functional Area - Facility Management relating to a Property

Title	Inspect club house, cultural and recreational facility
Code	110517L2
Range	General works of club house, cultural and recreational facilities in residential properties, applicable to inspecting the use and conditions of club house, cultural and recreational facilities
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the conditions of facilities</p> <ul style="list-style-type: none"> • Understand the normal conditions of use of club house, cultural and recreational facilities <p>2. Carry out inspection</p> <ul style="list-style-type: none"> • Be able to pay attention to the use and inspect club house, cultural and recreational facilities • Be able to check whether all types of facilities are in a safe and usable condition • Be able to check whether the signs, rules of use, precautions, etc. of each facility are clear, correctly located and the latest version is adopted • Be able to stop/cease the damaged facility in accordance with the established procedures or instructions from the superior, hang up the appropriate notice and report to the superior to arrange follow-up, repair or maintenance
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the normal conditions of use of various club house, cultural and recreational facilities; and • Be able to inspect the use and damage of the facilities, check whether the signs or instructions of the facilities are correct, and follow up the necessary steps after the damage of the facilities in accordance with the established procedures.
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Functional Area - Facility Management relating to a Property

Title	Monitor the usage and set-up of club house, cultural and recreational facilities
Code	110518L3
Range	Works of club house, cultural and recreational facilities, applicable to monitoring the assembly, repair and use of club House, cultural and recreational facilities
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with facilities and installations</p> <ul style="list-style-type: none"> • Be familiar with the installations, accessories, equipment, and practical guidelines for the club house, cultural and recreational facilities <p>2. Monitor club house and recreational facilities</p> <ul style="list-style-type: none"> • Be able to assign and supervise the staff to inspect the clubhouse and all recreational facilities, and supervise the arrangement of the staff on duty at the facilities • Be able to inspect and accept new facilities or equipment that have been acquired/ completed in accordance with prescribed specifications • Be able to monitor the use of facilities and remind users of the precautions when using facilities/equipment • Be able to inspect the safety conditions of club house, cultural and recreational facilities and the environment, supervising staff in the enclosure or suspension of facilities until maintenance is in place or risks are eliminated • Be able to advise superiors on maintenance/ renewal of facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the equipment, accessories, equipment, practical guidelines and requirements of club house, cultural and recreational facilities; • Be able to assign and supervise staff to inspect facilities, remind users of the precautions when using facilities/equipment, and • Be able to monitor the assembly and use of facilities according to prescribed specifications and requirements, and follow up and accept newly acquired or completed, restored facilities/equipment effectively.
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Functional Area - Facility Management relating to a Property

Title	Manage club house, cultural and recreational facilities
Code	110519L4
Range	Management of club house, cultural and recreational facilities, applicable to performing procurement, supervising contractors and renewal of facilities
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand procedures of procurement and repair</p> <ul style="list-style-type: none"> • Thoroughly understand the code of practices of procurement, Building Management Ordinance and other relevant legislation, and the practical requirements for the operation of facilities • Thoroughly understand the inspection and repair procedures of club house, cultural and recreational facilities <p>2. Execute club house and facilities management</p> <ul style="list-style-type: none"> • Be able to implement the practical requirements of the management of club house, cultural and recreational facilities, such as maintaining swimming pool water quality and lifeguard arrangements, as required by law • Be able to follow established procedures, follow up on steps of inspection of facilities/equipment, and arrange tenders for purchase and repair or maintenance of club house, cultural and recreational facilities • Be able to effectively supervise facility suppliers and maintenance contractors to ensure that services and supplies meet quality standards and specifications • Be able to effectively supervise the compliance of relevant laws and technical guidelines under the relevant laws, and effectively implement the control, inspection and maintenance of the use of club house, cultural and recreational facilities <p>3. Make suggestions on improvement</p> <ul style="list-style-type: none"> • Be able to monitor and collect information or data on the use and maintenance of clubhouses, recreational and recreational facilities, and thoroughly understand the use and wear and tear of various facilities/equipment • Be able to collect information about popular facilities/equipment in the market for reference • Be able to submit recommendations to superiors on overall improvements or updates to club house, cultural and recreational facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the code of practice of procurement, Building Management Ordinance and other relevant legislation, understand thoroughly the practical requirements for the operation of facilities and the follow-up procedures for the inspection and maintenance of clubhouses, recreational and recreational facilities; • Be able to carry out the practical requirements of the management of club house, cultural and recreational facilities as required by law, follow up the steps of inspection of facilities/equipment, arrange tender procedures for facility procurement and quotations of repair or maintenance; • Be able to supervise and coordinate the works of contractors and suppliers, including installation, inspection, repair and maintenance; and

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	<ul style="list-style-type: none">• Be able to monitor and collect data on the damages and use of clubhouses, cultural and recreational facilities, new products in the market, etc., and make suggestions to superiors to update facilities or improve the level of facilities.
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Functional Area - Facility Management relating to a Property

Title	Plan the improvement and enhancement programme for club house, cultural and recreational facilities
Code	110520L5
Range	Management of club house, cultural and recreational facilities, applicable to the overall planning of improvements or renewals of clubhouses and facilities, including the selection of suitable contractors
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirements and customers</p> <ul style="list-style-type: none"> • Proficient in the relevant legal requirements for clubhouse and facility management, various licence application requirements and code of practice of procurement • Proficient in the needs of customers and procedures for improvement of the facilities <p>2. Plan as a whole the club house and facilities management</p> <ul style="list-style-type: none"> • Be able to plan as a whole the requirements and documents required for the licence application for club house or related facilities, to supervise the application process of various licences, and ensure that the actual operation meets the licence requirements and standards • Be able to manage the various club house, cultural and recreational facilities services, manage the procurement tender process of repair, maintenance or renewal of facilities, effectively select and appoint appropriate contractors or suppliers • Be able to accurately review the procurement and repair/maintenance contracts for all types of facilities, and the service performance of suppliers and contractors in accordance with quality management standards and procedures <p>3. Plan overall facilities improvement / renewal</p> <ul style="list-style-type: none"> • Be able to get well-familiar with the demands and expectations of the owners on the facilities, proficient in the status and use of club house, cultural and recreational facilities, and plan the overall improvement or renewal of club house, cultural and recreational facilities, including short-term measures and long-term plans • Be able to plan and update the overall cultural and recreational facilities according to customer needs, with reference to market trends and the latest development of products, make promotions to owners/customers, and make overall financial and technical planning
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the relevant legal requirements, various licence requirements and code of practice of procurement for the management of clubhouses and facilities, and be proficient in customer needs and procedures for improvement of facilities; • Be able to plan as a whole the application for club house/related facility licences to ensure that the operation meets the licence requirements and standards; • Be able to manage the various procurement tender procedures for repair or maintenance and renewal of club house, cultural and recreational facilities services, effectively select and appoint appropriate contractors or suppliers, and accurately review procurement and repair or maintenance contracts for various types of facilities and the

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	<p>service performance of suppliers and contractors in accordance with quality management standards and procedures; and</p> <ul style="list-style-type: none">• Be able to get well-familiar with the owners' demand and expectations of the facilities, and be proficient in the status and use of club house, cultural and recreational facilities, and systematically plan the overall improvement or update of club house, cultural and recreational facilities with reference to market trends and the latest products development.
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Functional Area - Facility Management relating to a Property

Title	Carry out liaison duties with customers, hold activities and enforce the rules of club house
Code	110521L2
Range	General works of customer liaison and promotions of club house, applicable to frontline staff in carrying out liaison duties with customers, holding activities and enforcing the rules of club house
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general club house services</p> <ul style="list-style-type: none"> • Be able to understand the general rules of clubhouse, methods to liaise with customers and hold activities <p>2. Carry out customer services in club house</p> <ul style="list-style-type: none"> • Be able to assist in liaising with customers • Be able to assist in the promotion of club house activities • Be able to enforce the rules of club house rules, stop unauthorized activities and report to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the rules of club house, the methods to liaise with customers and hold club house activities; and • Be able to effectively assist in liaising with customers and promoting club house activities, be able to understand the rules of club house, effectively enforce the rules, stop unauthorized activities and report to superiors.
Remark	

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Title	Supervise subordinates to carry out liaison duties with customers, hold activities and enforce the house rules of club house
Code	110522L3
Range	General works of customer liaison and promotions of club house, applicable to supervising subordinates to carry out customer liaison, holding of activities and enforcement of rules of clubhouse
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with customer services delivery in club house</p> <ul style="list-style-type: none"> • Familiar with the methods of effective customer liaison of club house, holding of activities and enforcement of the rules of club house • Familiar with the ways to supervise and deploy subordinates to provide customer services in club house <p>2. Supervise the implementation of customer services in club house</p> <ul style="list-style-type: none"> • Be able to supervise and deploy subordinates to perform customer liaison and carry out club house activities • Be able to lead subordinates to understand the rules of club house and supervise the staff to implement the rules effectively • Be able to lead subordinates to deal with violation of rules in club house or related emergencies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the effective ways of customer liaison, holding of activities and enforcement of the rules of club house, supervision and deployment of subordinates to provide customer services in club house; and • Be able to supervise and deploy staff to perform customer liaison and carry out club house activities effectively, including regular and irregular activities, and be able to supervise staff to enforce the rules of club house and deal with irregularities effectively.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Manage the customer relations and activities of club house
Code	110523L4
Range	Club house customer relationship and activities management, applicable to establishing good customer relations, arranging activities suitable for customers, customer liaison, activities and enforcement of the rules of club house
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand customer relationship and activities management</p> <ul style="list-style-type: none"> • Thoroughly understand the skills and methods of building customer relationships and understand the needs of customers • Thoroughly understand the information, pros and cons, resources and technical requirements, and legal requirements of various club house activities <p>2. Execute customer relationship management</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the needs of customers and expectations for club house services, strengthen communication with customers, and provide value-added and personalized services • Be able to use various media platform to promote club house services to customers and build up good and long-lasting customer relationships <p>3. Execute activities management</p> <ul style="list-style-type: none"> • Be able to contact contractors or relevant departments to promote diversified club house activities, and enhance communication with owners and customers through activities • Be able to monitor the implementation of the club house's activities and make amendments to suit the environment or needs • Be able to collect activity data and a summary of opinions for reference and further advice
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the skills and methods of building customer relationships and promoting various activities; • Be able to understand the needs of customers and their expectations for club house services, use various media platform to promote club house services to customers, and build up good and long-lasting customer relationships; and • Be able to carry out and monitor the activities of the club house, respond to changes, and be able to collect activity data and a summary of opinions for reference and further advice.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house
Code	110524L5
Range	Club house customer relationship, activities and financial management, applicable to planning as a whole the customer relationship management, activities, rules of club house and financial budgeting
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in customer relationship and activities management</p> <ul style="list-style-type: none"> • Proficient in concepts and models of customer relationship management, events or activities management and financial management • Proficient in the legal requirements of various activities • Proficient in rules of club house, the requirements of deed of mutual covenant of the building and relevant legislations <p>2. Plan as a whole the customer relationship management</p> <ul style="list-style-type: none"> • Plan as a whole the various ways to understand customer needs and devise appropriate customer services, such as conducting customer opinion surveys or formation of focus groups to collect customer opinions • Be able to develop a customer relationship management model, including contact, communication and follow-up, then promote and build customer relationships • Be able to review regularly the customer relationships model and adopt the latest and effective media or methods to improve the effectiveness of customer relationships management <p>3. Plan as a whole the activities management</p> <ul style="list-style-type: none"> • Be able to analyse needs of customers, plan as a whole the regular and irregular activities or events held by the club house to build relationships with owners and customers • Be able to analyse the collection of data, review the effectiveness of the activities and make amendments • Be able to plan the overall management of contingency plans for activities or events <p>4. Formulate rules of club house and financial management</p> <ul style="list-style-type: none"> • Be proficient in the deed of mutual covenant and legal requirements of the building, devise the rules of the club house and formulate the mode of implementation • Be able to plan the financial budget of the club house and supervise the income and expenditure of the club house • Be able to plan the use of clubhouse resources and expand the sources of revenue
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in concepts and models of customer relationship management, events and activities management and financial management, and devise plans as a whole; • Be able to devise, promote and regularly review the effectiveness of customer relationship management models and activities to enhance the effectiveness of customer relationship management;

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	<ul style="list-style-type: none">• Be able to analyse the needs of customers, plan as a whole and promote club house events or activities to strengthen relationships with owners and customers; and• Be able to formulate the rules of club house, plan the financial budget, regulate and control the revenues and expenditures of the club house.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Devise and develop the customer relations, activities and finance management
Code	110525L6
Range	Club house customer relationship, activities and financial management, applicable to devising and developing customer relationship management, overall planning of events and activities, resource allocation and financial management
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate the development of customer relations and activities management</p> <ul style="list-style-type: none"> • Integrate the theories and models of customer relationship management and events or activities management • Critique and evaluate the various directions of continuous development of customer relationships <p>2. Develop customer relationships and activities management</p> <ul style="list-style-type: none"> • Be able to Integrate and expand customer relationship management, analyse and review effectiveness to develop optimal management models and procedures • Be able to develop club house activities, plan club house positioning and direction, and establish an interactive mode of club house activities, events and customer relationships <p>3. Plan and develop overall financial management</p> <ul style="list-style-type: none"> • Be able to plan in overall and review the resources required by the club house to develop customer relationships and events or activities, and to develop resources such as manpower, technology or venues, etc. • Be able to analyse and review the financial position of the clubhouse, to determine the financial strategy, to develop resources for promotion of club house services and activities and to develop sustainable customer relationships
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the theories and models of customer relationship management and events or activities management, and critique and evaluate various directions of development; • Be able to integrate information and data, analyse and review the effectiveness of customer relationships management and activities, plan in overall the positioning and direction of the club house, and develop customer relationship and events or activities management models; and • Be able to analyse and review the financial situation of the club house, plan in overall, review and develop the resources necessary for the clubhouse and to develop customer relationships and activities, and devise the financial strategy.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Know about facilities of shopping centres and other types of premises including industrial and commercial buildings
Code	110526L1
Range	General works of shopping centres, industrial, commercial buildings and other premises, applicable to frontline personnel in understanding the facilities of shopping centres, industrial buildings and other types of premises and discovering damage to facilities
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know facilities in the premises</p> <ul style="list-style-type: none"> • Know about the main venues and types of facilities at shopping centres, industrial, commercial buildings and other premises <p>2. Conduct patrol to facilities</p> <ul style="list-style-type: none"> • Be able to patrol and inspect the venues and facilities in accordance with established procedures and instructions from superiors • Be able to discover damage to venues and facilities, make clear records and report according to procedures • Be able to discover serious accidents at the venues and facilities and report to the superiors immediately
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the main venues and types of facilities at shopping centres, industrial, commercial buildings and other premises; and • Be able to patrol and inspect the venues and facilities according to the established procedures, effectively discover the damage to the venues and facilities, and follow up and report according to the work guidelines.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Inspect facilities of shopping centres and other premises including industrial and commercial buildings
Code	110527L2
Range	General works of shopping centres, industrial, commercial buildings and other premises, applicable to inspecting the use and damage of venues and facilities in shopping centres, industrial and commercial buildings and other types of premises
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand conditions of venues and facilities</p> <ul style="list-style-type: none"> • Be able to understand the conditions of normal use and common damages to venues and facilities in shopping centres, industrial and commercial buildings and other types of premises <p>2. Inspect the conditions of facilities</p> <ul style="list-style-type: none"> • Be able to inspect the venues and facilities according to the established procedures, and pay attention to the conditions of use of the venues and facilities • Be able to pay attention to the number of people or flow of customers using the venues or facilities to avoid overloading/overcrowding of the venues or facilities, such as lifts and escalators, washrooms or changing rooms • Be able to check whether the venues and facilities of the premises are in a safe and usable condition, and pay attention to whether the relevant notices or signs are clear and up-to-date • Be able to respond to the conditions of the venues and facilities, able to know how to close/stop the damaged venues/facilities according to the established procedures, hang up the appropriate notices and report to the superiors for further repair and maintenance
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the conditions of normal use and common damages to venues and facilities in shopping malls, industrial and commercial buildings and other types of premises; • Be able to inspect the venues and facilities in accordance with the established procedures, pay attention to the use of venues and facilities, check the safety conditions of venues and facilities, and the accuracy of notices or signs; and • Be able to follow the procedures to carry out the appropriate steps after any damage to the facilities in accordance with the practical guidelines.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings
Code	110528L3
Range	Inspection of shopping centre, industrial, commercial buildings and other premises, applicable to supervising subordinates to inspect the operation, assembly and use of the facilities at the shopping centre, industrial, commercial buildings and other premises
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the operation of venues and facilities</p> <ul style="list-style-type: none"> • Familiar with the operation, assembly, use and common problems of venues and facilities in shopping centres, industrial and commercial buildings and other types of premises <p>2. Inspect venues and facilities</p> <ul style="list-style-type: none"> • Be able to assign and supervise staff to inspect the premises and facilities of the shopping centre, industrial, commercial buildings and other premises to check that the operations and assembly meet the standards and service levels • Be able to inspect and accept new venues or facilities that have been added/restored in accordance with established specifications • Be able to monitor the operation and use of the venues and facilities, and remind users of the matters they should be noted when using the venues or facilities • Be able to inspect the safety conditions of venues and facilities and the safe environment, supervise staff in carrying out the steps of enclosure or suspension of opening until repair or maintenance is in place or safety risks are eliminated • Be able to advise superiors on the repair, maintenance or refurbish of venues and facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the operation, assembly, use and common problems of venues and facilities in shopping centres, industrial and commercial buildings and other types of premises; • Be able to assign and supervise staff to inspect venues and facilities, check whether the operation and assembly of venues and facilities meet standards, service levels and safety guidelines, and remind users of matters that should be noted when using the venues or facilities when necessary; and • Be able to monitor the assembly and use of venues or facilities according to established specifications and requirements, effectively follow up and accept new venues or facilities that have been added and restored, and advise superiors on the repair, maintenance or refurbish of venues and facilities.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Manage the facilities of shopping centre and other premises including commercial and industrial buildings
Code	110529L4
Range	Management of facilities in shopping centres, industrial, commercial buildings and other premises, applicable to managing and supervising the facilities in shopping centre, industrial, commercial and other premises
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand venues and facilities management</p> <ul style="list-style-type: none"> • Thoroughly understand the Building Management Ordinance, other relevant ordinances and codes of practice relating to the management of venues and facilities <p>2. Execute venues and facilities management</p> <ul style="list-style-type: none"> • Be able to implement the practical requirements of venues and facilities management of various types of shopping centres, industrial and commercial buildings in accordance with the legal requirements, such as the requirements of lighting or air quality • Be able to follow the established procedures to follow up the steps of inspection of various venues and facilities, and arrange tendering or other ways of procurement of repair and maintenance services • Be able to effectively supervise all types of suppliers and repair or maintenance contractors of the venues and facilities to ensure that the services and supplies meet the quality standards and requirements • Be able to effectively supervise the relevant personnel in the implementation of the control of use, inspection and maintenance of various venues and facilities are in compliance with relevant ordinance and technical guidelines <p>3. Improve venues and facilities</p> <ul style="list-style-type: none"> • Be able to monitor and collect data on the use of venues and facilities in various premises, as well as relevant information and data such as repair and maintenance, and understand thoroughly the use and wear-and-tear of various facilities • Be able to collect information on the market about the latest facilities or equipment, and the new measures for the operation and management of facilities for reference • Be able to submit proposals to superiors on the overall improvement or refurbishment of the venues and facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the Building Management Ordinance, other relevant ordinances and codes of practice relating to the management of venues and facilities; • Be able to effectively implement the venues and facilities management of various types of premises in accordance with legal requirements, follow up the steps of inspecting the venues and facilities, and arrange the tendering procedure and other ways of procurement of repair and maintenance of facilities; • Be able to effectively supervise and coordinate the work of contractors and suppliers, including installation, inspection and maintenance; and • Be able to monitor and collect data of usage and wear-and-tear of the venues and facilities, collect information of new products and management measures in the market,

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	etc., and make feasible suggestions to the superiors for updating the venues or improving the level of the facilities.
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Functional Area - Facility Management relating to a Property

Title	Undertake asset assessment and facilities management of shopping centre and other premises including commercial and industrial buildings
Code	110530L5
Range	Management of facilities in shopping centres, industrial, commercial buildings and other premises, applicable to planning as a whole the asset assessment and management of facilities in shopping centres, industrial, commercial buildings and other premises, and formulation of tenant-mix
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in assets assessment and facilities management</p> <ul style="list-style-type: none"> • Proficient in asset assessment, operating cost and benefit analysis of shopping centre, industrial, commercial buildings and other premises and facilities • Proficient in management plans and legal requirements for all types of venues and facilities <p>2. Plan the asset assessment and facilities management</p> <ul style="list-style-type: none"> • Be proficient in the market demand for various venues and facilities, and formulate management plans and practical guidelines for shopping centres, industrial and commercial buildings and various types of premises and facilities • Be able to plan the staff, service contractors and suppliers to implement venues and facilities management plans and operational measures effectively, and review the effectiveness • Be proficient in the status of various shopping centres, industrial, commercial buildings and other premises, calculate the asset value of premises and facilities, analyse operating costs and benefits, and determine the direction and plan of assets development <p>3. Design trade-mix</p> <ul style="list-style-type: none"> • Be able to design the trade-mix in response to the needs of the market and the grades of shopping centre, industrial, commercial and other premises to obtain the ideal return on assets • Be able to develop short-term, medium-term and long-term plans for the improvement, addition or refurbishment of venues or facilities in response to the tenant-mix and market position, and then implement gradually
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in asset calculation, operating cost and benefit analysis of shopping centre, industrial, commercial and other premises and facilities, and be proficient in management plans and legal requirements for various types of venues and facilities; • be proficient in the market demand for various venues and facilities, and effectively formulate management plans and practical guidelines for various types of venues and facilities in shopping centre, industrial and commercial buildings and other premises; • Be able to calculate the asset value of premises and facilities, accurately analyse operating costs and benefits, properly define the direction and plan of asset development; and

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	<ul style="list-style-type: none">• Be able to design trade-mix to obtain an ideal return on assets in response to market needs and asset conditions, and effectively develop plans to improve, add, refurbish venues or facilities.
Remark	

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Title	Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings
Code	110531L6
Range	Development of facilities in shopping centre, industrial, commercial and other premises, applicable to planning the short-term and long-term development of facilities in shopping centre, industrial, commercial buildings and other premises
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate the development of asset and facilities</p> <ul style="list-style-type: none"> • Integrate the development trends of shopping centre, industrial, commercial buildings and other premises • Integrate and assess the market, needs of customers and the latest technology development <p>2. Plan as a whole the development of asset and facilities</p> <ul style="list-style-type: none"> • Be able to integrate market trends and needs of customers to plan the short-term, medium-term and long-term development of various shopping centres, industrial, commercial and other premises and facilities • Be able to integrate and analyse customers' expectation on quality and plan the asset and facility improvement/development project with high quality and cost-effectiveness • Be able to analyse market and customer needs and plan as a whole the creative or innovative asset and facility improvement/development projects • Be able to use project management skills to promote improvements or development projects for various venues and facilities systematically • Be able to integrate, review and revise the development strategies of various premises, venues and facilities often to increase the value of assets and achieve the desired results
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the development trends of various shopping centres, industrial, commercial buildings and other premises, integrate and evaluate the market, customer needs and the latest technological developments; • Be able to integrate market trends and customer needs, plan as a whole the short-term, medium-term and long-term development of various shopping centres, industrial, commercial buildings and other premises and facilities, plan and implement innovative improvements/developments effectively; and • Be able to integrate, review and revise the development strategies of various premises, venues and facilities often to increase the value of assets and achieve the desired results effectively.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Develop strategically and sustainably on the asset and facilities of shopping centre and other premises including commercial and industrial buildings
Code	110532L7
Range	The development of facilities in various types of shopping centres, industrial and commercial buildings and other types of premises, applicable to the research and strategic development of various types of shopping centres, industrial and commercial buildings and other types of premises and facilities
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Research on the strategic and sustainable development of facilities in properties</p> <ul style="list-style-type: none"> • Be competent in research and comprehensive analysis of the sustainable and strategic development of facilities in properties • Be competent in research, comprehensive analysis and leading of project development and management <p>2. Develop assets and facilities</p> <ul style="list-style-type: none"> • Be able to study and comprehensively analyse the different directions of sustainable or strategic development of assets and facilities in shopping centres, industrial and commercial buildings or other types of premises, and to lead teams to make property facilities develop creatively and continuously • Be able to study customer needs and market trends, and devise feasibility reports on the development strategies of assets and facilities in shopping centre, industrial and commercial buildings and other types of premises with originality, including integrated resource and budgets, pros and cons of each alternative, impact on various stakeholders and communities, effectiveness or returns, short-term and long-term tangible or intangible benefits, etc. • Be able to research and comprehensively analyse the best development plan of assets and facilities, create the most favorable conditions for project development, and lead and manage the development projects of assets and facilities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be competent in research and comprehensive analysis the sustainable and strategic development of facilities in properties and the be competent in leading project development and management; • Be able to study customer needs and market trends, creatively devise development strategies for assets and facilities in shopping centres, industrial and commercial buildings and other types of premises, and create the best development plan; and • Be able to research and comprehensively analyse the best development plan of assets and facilities, create the most favorable conditions for project development, lead and manage the development projects of assets and facilities.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Carry out carpark and loading area control measures
Code	110533L1
Range	Works of carpark and loading areas, applicable to frontline personnel in carrying out the basic steps of controlling carpark and loading areas
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know carpark and loading areas</p> <ul style="list-style-type: none"> • Know the carpark and loading bays, environment, security and unloading facilities • Know the steps to control the entry and exit of the parking areas <p>2. Control carpark loading areas</p> <ul style="list-style-type: none"> • Be able to follow established guidelines/ instructions from superiors to carry out control steps for carpark, access, parking spaces, unloading areas, service lifts and use of other ancillary facilities • Be able to discover unauthorized use, be able to stop immediately or make a report to the superior / seek instructions
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to have an initial understanding of the environment and infrastructure of carpark and loading areas, understand the steps to control the entry and exit of the carpark; and • Be able to follow established guidelines for the use of carpark and facilities in loading areas and know how to identify and follow up on violations.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Handle incidents in carpark and loading area according to particular circumstances
Code	110534L2
Range	General practices of control on carpark and loading areas, applicable to frontline staff in performing relevant procedures in response to incidents
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand codes of practice of carpark and loading areas</p> <ul style="list-style-type: none"> • Understand the code of practice for control of carpark and loading areas • Understand the established procedures for handling various types of incidents <p>2. Perform control measures on carpark and loading areas</p> <ul style="list-style-type: none"> • Be able to patrol and inspect carpark and loading bays, to stop and follow up on any violations immediately according to the established procedures • Be able to independently carry out the control of the carpark, unloading areas and ancillary facilities in accordance with the established procedures, including access control, time control, crowd/logistics/traffic control, environmental health and safety control, etc., and implement the relevant codes and guidelines effectively • Be able to respond to accidents that occur in carpark and loading areas, choose appropriate methods and procedures to handle the case, seek instructions and support from superiors when needed • Be able to report incidents in the parking space or unloading areas to superiors in a timely and accurate manner
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the code of practice for control of carpark and loading areas, understand the established procedures for handling various types of incidents; and • Be able to independently perform the control of the carpark, unloading areas and ancillary facilities in accordance with the established procedures, select appropriate methods and procedures to deal with accidents that occur in carpark and loading areas effectively.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Lead subordinates in carrying out carpark and loading area control work
Code	110535L3
Range	Works of control on carpark and loading areas, applicable to assigning subordinates, leading and supervising subordinates to perform the control measures of carpark and loading areas
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with control measures on carpark and loading areas</p> <ul style="list-style-type: none"> • Be familiar with the control measures and codes of practice for the access, parking, traffic flow and loading and unloading of vehicles in parking spaces and loading areas • Be familiar with the basics of the laws and regulations of carpark and loading areas <p>2. Supervise control on carpark and loading areas</p> <ul style="list-style-type: none"> • Be able to make full use of ancillary facilities to supervise the subordinates to effectively control the parking, traffic flow and order of cars in the parking space and loading bays • Be able to properly assign subordinates to perform a range of different control measures under their posts, and able to supervise the safe operation of carpark loading areas • Be able to supervise subordinates to patrol carpark and loading areas in accordance with established procedures, detect any violations or irregularities, and make effective follow-up immediately • Be able to instruct the subordinates in the appropriate application of auxiliary facilities or equipment in controlling parking spaces or loading bays, and improve the operator's practical techniques, such as car gates and access control systems, cargo lifts, lifting platforms, traffic signaling systems/ equipment, cleaning equipment for environment/ vehicle, etc. • Be able to lead or supervise staff to handle unexpected incidents in the carpark and loading areas effectively and resume the normal operation of the carpark and loading areas as soon as possible • Be able to make recommendations for improvement in the practical control of carpark and loading areas
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the basics of the laws and regulations, control measures and codes of practice for carpark and loading areas; • Be able to properly assign subordinates to perform a series of different control measures according to their posts to ensure that carpark and loading areas are operating properly and safely; • Be able to instruct the subordinates to make full use of the auxiliary facilities or equipment in controlling the parking spaces or loading bays, traffic flow and order of the car in the carpark and loading areas effectively; and • Be able to apply knowledge and supervision skills to lead or supervise staff to effectively handle unexpected incidents in the carpark and loading areas.
Remark	

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Functional Area - Facility Management relating to a Property

Title	Monitor the use of carpark and loading area
Code	110536L4
Range	Works of control on carpark and loading areas, applicable to the regulation and monitoring of the use of carpark and loading areas, and the supervision of suppliers, contractors and subordinates of organisation in the implementation of control works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal requirements and regulations</p> <ul style="list-style-type: none"> • Thoroughly understand the ordinances, rules and regulations for control of carpark, loading and unloading areas under Building Management Ordinance and other ordinances or regulations related to carpark and loading areas <p>2. Monitor the use of carpark and loading areas</p> <ul style="list-style-type: none"> • Be able to monitor the extensive use of ancillary facilities in carpark and loading areas by subordinates to improve the management quality and efficiency • Be able to supervise the compliance with the rules and regulations of carpark and loading areas, compliance with the work guidelines, quality and safety management systems, etc., and to properly and lawfully implement the control of carpark and loading areas • Be able to assist in writing the rules and regulations, codes of practice, job and practice guidelines for regulating carpark and loading areas • Be able to collect and integrate operational information and data of carpark and loading areas, such as traffic flow, parking/unloading time, revenue, wear-and-tear of facilities and statistics on irregularities, etc., to make recommendations to improve the operation and management of the loading areas of the carpark <p>3. Perform procurement and monitor the effectiveness</p> <ul style="list-style-type: none"> • Be able to arrange tendering or procurement of repair and maintenance of carpark, loading areas and ancillary facilities/equipment in accordance with established procedures • Be able to effectively supervise and coordinate suppliers, repair or maintenance and service contractors of facilities to provide quality services effectively by collaboration with the operations of carpark and loading areas
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the ordinances, rules and regulations for control of carpark, loading and unloading areas under Building Management Ordinance and other ordinances or regulations related to carpark and loading areas; • Be able to supervise the compliance of the rules and regulations, and procedures of carpark and loading areas, the extensive use of the ancillary facilities of the carpark and loading areas, and the lawful and reasonable implementation of the control of carpark and loading areas, and the improvement of management quality and efficiency; • Be able to apply knowledge to assist in the writing of rules and regulations, code of practices, job and practice guidelines for the control of carpark and loading areas, able to collect and summarize operational information and data of carpark and loading areas,

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	<p>to make recommendations to superiors on improving the operations and management of the carpark and unloading area; and</p> <ul style="list-style-type: none">• Be able to arrange the tendering or procurement or repair and maintenance of carpark, loading areas and ancillary facilities in accordance with the established procedures, and effectively supervise and coordinate the operations of suppliers, repair or maintenance and service contractors to provide quality services to carpark and loading areas.
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Title	Plan as a whole the control measures of a carpark and a loading area
Code	110537L5
Range	Works of control on carpark and loading areas, applicable to plan as a whole the control and management of the carpark and loading areas, including the formulation of policies and management of operations
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirements, rules and regulations</p> <ul style="list-style-type: none"> • Proficient in Building Management Ordinance, other ordinances, rules and regulations related to the carpark and loading areas, and be proficient in precedent cases related to the enforcement of control measures <p>2. Plan as a whole the management of carpark and loading areas</p> <ul style="list-style-type: none"> • Be able to establish rules to regulate the use of carpark and loading areas in accordance with the legislations and the deed of mutual covenant of the building and to ensure that the entire carpark and loading areas are properly regulated in compliance with legal requirements • Be able to formulate work guidelines and operational procedures according to the operation of the carpark, loading areas and ancillary facilities • Be able to develop management policies of carpark and loading areas that meet market trends and customer needs, demand and expectations • Be able to enhance the management quality and effectiveness of carpark and loading areas by effectively selecting and engaging appropriate facility suppliers, repair or maintenance and service contractors, be able to assess the performance of contractors accurately and properly plan as a whole the works of various staff and contractors • Be able to analyse the operation of the carpark and loading areas, conduct regular reviews of the control measures of carpark and loading areas and related auxiliary equipment/ facilities, and plan the updates or improvement of facilities or equipment in carpark and loading areas in order to enhance service effectiveness and quality
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in Building Management Ordinance, other ordinances, rules and regulations related to the carpark and loading areas, and be proficient in precedent cases related to the enforcement of control measures; • Be able to apply expertise in developing management policies, work guidelines, and operation procedures of carpark and loading areas; • Be able to properly select and engage appropriate facility suppliers and contractors, and properly plan as a whole the works of various staff and contractors to improve the management quality and effectiveness of carpark and loading areas; and • Be able to accurately analyse the operation of carpark and loading areas, and effectively plan the updates or improvements of the facilities or equipment of carpark and loading areas in order to improve service effectiveness and quality.
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Functional Area - Facility Management relating to a Property

Title	Know the rules on use of space and venues
Code	110538L1
Range	Works of general public or open spaces and venues, applicable to frontline staff in knowing the rules on use of space and venues
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the spaces and venues</p> <ul style="list-style-type: none"> • Be able to know the boundaries and areas of public and open space • Be able to know the rules of use of public and open spaces and venues <p>2. Inspect the conditions of use</p> <ul style="list-style-type: none"> • Be able to Inspect the public and open spaces and venues, discover conditions of violations, unauthorized use, and detect damages to spaces or venues
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the boundaries, areas and rules of use of public or open spaces and venues; and • Be able to discover violations or damages.
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Title	Carry out the rules on use of space and venues
Code	110539L2
Range	Works of general public or open spaces and venues, applicable to patrolling to spaces and venues, the enforcement of the rules of use
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand spaces and venues</p> <ul style="list-style-type: none"> • Be able to understand the rules of use of public and open spaces and venues • Be able to understand on how to enforce rules for the use of public and open spaces and venues <p>2. Inspect and enforce the rules</p> <ul style="list-style-type: none"> • Be able to pay attention to the use of public and open spaces and venues, and check any violations of the rules • Be able to enforce the rules on use of spaces and venues, and be able to stop the breach • Be able to handle the arrangement of use of spaces and venues, close down venues or enclose facilities in accordance with the instructions of superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the rules of use of public or open spaces and venues, and understand the methods and procedures for enforcing the rules; and • Be able to enforce the rules on use of space and venues, stop violations, and be able to handle arrangements for the use of the venues as directed by superiors.
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Functional Area - Facility Management relating to a Property

Title	Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues
Code	110540L3
Range	Works of general public or open spaces and venues, applicable to verifying the use of spaces and venues, supervising subordinates to implement daily arrangements and enforce the rules of venues
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Be familiar with supervision of spaces and venues</p> <ul style="list-style-type: none"> • Master the rules and frequent problems of the use of public and public spaces and venues • Master the methods of enforcing the rules of use of public and public spaces and venues and methods to deal with problems <p>2. Monitor the enforcement of rules</p> <ul style="list-style-type: none"> • Be able to supervise subordinates to inspect public and open spaces and venues, verify the use of spaces and venues, and check any violations • Be able to supervise subordinates to enforce the rules of use of public and open spaces and venues, stop violations and handle unexpected incidents • Be able to report the enforcement of rules and violations of use (including nature and number of cases) • Be able to instruct subordinates to handle daily arrangements for the use of spaces and venues or to make special arrangements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the methods and procedures for enforcement of rules of public and open spaces and venues and the procedures for handling problems; and • Be able to assign and supervise subordinates to patrol and enforce the rules on use of space and venues, supervise daily arrangements according to established procedures, and be able to instruct subordinates to carry out contingency arrangements in accordance with special circumstances, and to report enforcement of rules and violations.
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Functional Area - Facility Management relating to a Property

Title	Manage the space and venues
Code	110541L4
Range	Management of public or open spaces and venues, applicable to the management of the spaces and venues, collating data on use of spaces and venues
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand spaces and venues</p> <ul style="list-style-type: none"> • Thoroughly understand the principles set out in the rules governing the use of public and open spaces, other spaces and venues (e. g. land lease or deed of mutual covenant of building) • Thoroughly understand the collection and collation methods for the occupancy, use and other information of public and open space, and venues <p>2. Perform management of spaces and venues</p> <ul style="list-style-type: none"> • Be able to manage the use of public and open spaces and venues, assess the enforcement of rules and violations (including the nature and number of cases) • Be able to manage venue users' requirements, make pre-arrangements and aftercare • Be able to manage subordinates and coordinate departments to deal with unexpected incidents or carry out special arrangements <p>3. Collect data</p> <ul style="list-style-type: none"> • Be able to collect opinions from owners or customers on public and open spaces, the use of other spaces and venues • Be able to collect and collate relevant information and data on the use of public and open spaces, other spaces and venues, including usage rate, use, revenue and expenditure, etc., analyse relevant data and follow-up results, and give advices to superiors on the use of spaces and venues
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the principles stipulated in the rules of public and open spaces, other spaces and venues, and be able to understand thoroughly the methods of collecting information on the use of spaces and venues and the use of data; • Be able to manage the use of spaces and venues, and assess the utilization of public and open spaces, other spaces and venues, manage venue users and departments, and manage subordinates in the arrangements for the use of venues, responding and handling of unexpected incidents; and • Be able to collect and collate user opinions and various information and data, effectively analyse and follow up the results, and make suggestions on the use of spaces and venues.
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Title	Plan as a whole on the management of space and venues and set up the rules and procedures
Code	110542L5
Range	Management of public or open spaces and venues, applicable to planning as a whole on the management of space and venues and defining usage arrangements, rules and procedures
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in spaces and venues</p> <ul style="list-style-type: none"> • Proficient in the methods and principles of managing public and open spaces and the use of venues • Proficient in the expectations and response with owners and customers for the use of public or open spaces and venues <p>2. Plan as a whole on the management of spaces and venues</p> <ul style="list-style-type: none"> • Be able to fulfill customer needs, legal requirements or procedures, and plan as a whole on the management and use of public and open spaces, venues and other spaces • Be able to plan as a whole on the resources for effective management of public and open spaces, venues and other spaces, as well as manage day-to-day, ad hoc and unexpected arrangements • Be able to analyse and review the usage and formulate improvement plans as needed <p>3. Determine regulations and procedures</p> <ul style="list-style-type: none"> • Be able to establish procedures for the effective management and be able to determine the rules and regulations of use for public and open spaces, venues and other spaces, such as user categories and conduct, charging methods, booking procedures, etc. • Be able to plan as a whole and monitor the management of spaces and venues, including the implementation of human resources, repair and maintenance, and execution of allocation, then evaluate the effectiveness of the enforcement of rules and procedures, and revise rules and procedures as necessary <p>4. Formulate procedures of data collection</p> <ul style="list-style-type: none"> • Be able to develop procedures for collecting information of spaces and venues, analysing and reviewing space and venues related data, such as usage, user needs, utilization rates, cost-effectiveness, user satisfaction, outcomes and effects, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the methods and principles of managing the public and open spaces, venues and other spaces, and be proficient in the expectations and responses of customers; • Be able to plan as a whole on the resources for effective management and use of spaces and venues, be able to plan and monitor the conditions of use, review effectiveness and formulate improvement plans; • Be able to develop effective rules, regulations and procedures for use of spaces and venues, assess the effectiveness of implementation and make revisions as needed; and • Be able to develop a clear procedures for collecting information and data of the spaces and venues.

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Functional Area - Facility Management relating to a Property

Title	Devise and develop the use of space and venues
Code	110543L6
Range	Planning of public or open spaces and venues, applicable to overall planning of the use of spaces and venues, and the development of existing spaces and venues
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Comprehensive analysis of planning on spaces and venues</p> <ul style="list-style-type: none"> • Comprehensive analysis of methods and feasibility studies for planning on public or open spaces, venues and other spaces • Comprehensive analysis of procedures for the development of public or open spaces, venues and other spaces and evaluation of related impacts <p>2. Plan the use of spaces and venues in overall</p> <ul style="list-style-type: none"> • Be able to comprehensively analyse information or data related to the use of public or open spaces, venues and other spaces, make analysis and evaluate effectiveness, re-plan or improve underused spaces or venues, allocate resources, in order to increase utilization and customer satisfaction • Be able to conduct feasibility study on new planning or improvements, assess resources required, procedural regulations, technical requirements, customer acceptance level, impact on customers or people in local community, etc. • Be able to coordinate and liaise with relevant parties to implement the re-planning process <p>3. Develop spaces and venues</p> <ul style="list-style-type: none"> • Be able to comprehensively analyse the information or data related to the use of public or open spaces, venues and other spaces, and the current planning status, and design the development plan of the spaces and the Venues, including the use and resources required • Be able to conduct feasibility studies on development plans, coordinate and liaise with relevant stakeholders to implement the development plans
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to comprehensively analyse of methods for the planning of public or open spaces, venues and other spaces, comprehensively analyse planning and development procedures, and assess the relevant impacts; • Be able to assess the use of public or open spaces, venues and other spaces, re-plan or improve and allocate resources, conduct feasibility study on planning or improvements, coordinate and liaise with relevant parties to implement re-planning; and • Be able to comprehensively analyse the development plan of the spaces and the venues, conduct feasibility studies on the development plan, coordinate and liaise with relevant stakeholders to implement the development plan.
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Functional Area - Facility Management relating to a Property

Title	Know applications on building management and smart facilities
Code	110544L1
Range	Application of software or applications to perform duties in management of building and facilities, applicable to frontline staff in knowing the applications on building management and smart facilities
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the applications</p> <ul style="list-style-type: none"> • Be able to know the basic skills in using software or applications in managing a building or facility <p>2. Use the applications</p> <ul style="list-style-type: none"> • Be able to use the applications to search for information when patrolling and inspecting the building, facilities, or providing customer services, and able to input data that needs to be recorded • Be able to be alerted by the signal provided by the management software or applications and report to superiors immediately
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the basic skills in using software or applications in managing building and facilities; and • Be able to use the software or applications while performing daily duties, to search for information and input data, and report to superiors immediately when alerted by signals from the management systems.
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Title	Execute and apply the proper software, applications, and operate the smart facilities
Code	110545L2
Range	Application of software or applications to perform duties in management of building and facilities, applicable to applying the software or applications in management of buildings, intelligent facilities and services
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the applications</p> <ul style="list-style-type: none"> • Be able to understand the software, applications and operating procedures commonly used in management of buildings, facilities and intelligent facilities <p>2. Apply software in operation</p> <ul style="list-style-type: none"> • Be able to operate appropriate applications or software to access information, input data and records, take photographs and archives in performing daily duties • Be able to use the applications to post information or records to relevant parties for follow-up, such as issuing repair or cleaning work orders • Be able to respond to the alert provided by the program and follow up according to the instructions of the superior • Be able to follow up or operate smart facilities as directed and report irregularities or emergencies to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the software, applications and operating procedures commonly used in the management of buildings, facilities and intelligent facilities; • Be able to access information and input data or records by using appropriate applications when performing daily duties, and send the information to relevant parties or persons for follow-up; and • Be able to respond to the alert provided by the program, respond and follow up according to the instructions of the superior, and be able to effectively follow up or operate smart facilities according to instructions.
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Functional Area - Facility Management relating to a Property

Title	Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities
Code	110546L3
Range	Application of software or applications to perform duties in management of building and facilities, applicable to supervision of subordinates to perform and apply related software or applications to manage buildings, facilities and deliver services
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the applications</p> <ul style="list-style-type: none"> • Be familiar with the software, applications and operating procedures commonly used in the management of buildings, facilities and smart facilities • Be familiar relevant procedures to provide response and follow-up after receiving alerting signals <p>2. Supervise and make use of software and applications</p> <ul style="list-style-type: none"> • Be able to supervise subordinates in performing their daily duties by operating appropriate applications or software to access information, input data and records, take photographs and archives, and operate smart facilities • Be able to supervise subordinates to follow procedures to release information or records to relevant departments and persons effectively, and make verification and follow-up to ensure that there are no omissions • Be able to respond to the alerting signals provided by the program and instruct subordinates to make appropriate responses and follow-up • Be able to supervise subordinates to ensure that the data will not be leaked
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the common software, applications and operating procedures used in the management of buildings, facilities and smart facilities, and be familiar with the procedures to provide response and follow-up after receiving alerting signals; • Be able to supervise subordinates in the operation of appropriate applications or software, and operation of smart facilities, be able to effectively follow the procedures to deliver information or records to relevant departments and persons, and make verification and follow-up, and supervise subordinate in data protection; and • Be able to respond and follow up with appropriate instructions to subordinates in response to the alerts provided by the systems.
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Functional Area - Facility Management relating to a Property

Title	Manage the application and update on information technology and manage the smart facilities
Code	110547L4
Range	Management of information technology and smart facilities, applicable to management of the application and updating of information technology and management of smart facilities
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand information technology and smart facilities</p> <ul style="list-style-type: none"> • Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities • Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities <p>2. Execute management of information technology and smart facilities</p> <ul style="list-style-type: none"> • Be able to manage the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems • Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure or data Leakage, etc. <p>3. Collect and consolidate information</p> <ul style="list-style-type: none"> • Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to collect and consolidate information and data; • Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and • Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make recommendations for improvement.
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Functional Area - Facility Management relating to a Property

Title	Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology
Code	110548L5
Range	Management of information technology and smart facilities, applicable to planning on the application and technical management of information technology, smart facilities and introducing the latest applicable technologies
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in information technology and smart facilities</p> <ul style="list-style-type: none"> • Proficient in the application and technical management of information technology and smart facilities • Proficient in the latest information technology and smart facilities technology and its applicability <p>2. Plan as a whole on information technology and smart facilities</p> <ul style="list-style-type: none"> • Be able to plan as a whole on the management of the information technology system and smart facilities system of buildings, coordinate the manpower and resource arrangement, update the system regularly, and formulate update procedures and operational guidelines • Be able to plan as a whole on the repair or maintenance and regular update of the system by coordinating relevant departments or contractors and customers, and set the update cycle and backup plan to prevent risks, such as system failure or data leakage, etc. • Be able to formulate codes of practice and codes of conduct for information technology management and smart facilities management to protect customers and building information <p>3. Acquire and update technology</p> <ul style="list-style-type: none"> • Be able to acquire the latest information technology, smart technology or application in response to market supply and demand, be able to assess relevant technology or procedures, and introduce to the building according to adaptability and integration of technicality
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the application and technical management of information technology and smart facilities, be proficient in the latest information technology and smart facilities technology and its applicability; • Be able to plan as a whole on the management of the information technology system and smart facilities system applied in the building, and be able to formulate update procedures and operational guidelines, update cycles and backup plans to prevent risks like system failure or data leakage; • Be able to develop codes of practice and codes of conduct for the management of information technology and smart facilities; and • Be able to acquire the latest information technology, smart technology or applications, be able to assess the relevant technology or procedures and introduce to the building according to adaptability and integration of technicality.

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Functional Area - Facility Management relating to a Property

Title	Devise and develop the information technology, the acquisition, update and application of smart facilities
Code	110549L6
Range	Management of information technology and smart facilities, applicable to planning and developing information technology, smart facilities and facilities including acquisition, update and application
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate and plan information technology and smart facilities</p> <ul style="list-style-type: none"> • Integrate, plan and develop resources and technologies required for information technology and smart facilities • Integrate the latest information technology and smart facilities in the market <p>2. Plan in overall and develop management of information technology and smart facilities</p> <ul style="list-style-type: none"> • Be able to integrate, plan and develop information technology systems and smart facilities systems, including planning and allocating manpower, resources and technology, establishing management systems and development plans • Be able to review existing information technology and smart facilities, assess and plan for refurbishment of systems, including resources, technology and benefits • Be able to plan in overall and coordinate the relevant departments, contractors and customers to follow up on the acquisition or refurbishment of the system and review the effectiveness after operation <p>3. Acquire and update technology</p> <ul style="list-style-type: none"> • Be able to integrate market developments, plan and acquire the latest systems of information technology, smart facilities or applications, and establish the development direction for the acquisition, updating and application of the latest technologies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate, plan and develop the resources and technologies required for the development of information technology and smart facilities, and integrate the development of the latest information technology and smart facilities in the market; • Be able to integrate, plan and develop information technology systems and smart facilities systems, review existing information technology and smart facilities, evaluate and plan for refurbishment of systems and review their effectiveness; and • Be able to integrate market developments, plan and acquire the latest information technology systems, smart facilities or applications, and establish the direction of development for the acquisition, updating and application of the latest technologies.
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Functional Area - Law in Practice relating to a Property

Title	Know about government departments and public services organisations in relation to property management
Code	110550L1
Range	Liaison with government departments or public service agencies involved in daily property management matters, applicable to frontline personnel in knowing the relevant government departments and public services organisations
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the general services of government departments and public services organisations</p> <ul style="list-style-type: none"> • Be able to know government departments and public services organisations that related to daily works of property management, such as the Food and Environmental Hygiene Department, the Fire Services Department, the Police Department, the Water Services Department, the Department of Health, the Environmental Protection Department, the power company, the gas company, the public transport, the telephone/telecommunications companies, etc. <p>2. Contact government departments and public services organisations</p> <ul style="list-style-type: none"> • Be able to contact relevant government departments or public service organisations as instructed for daily enquiries or general liaison • Be able to report the results of an enquiry or liaison to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know government departments and public service organisations related to daily works of property management; and • Be able to contact relevant government departments or public service agencies as instructed for daily enquiries or general liaison.
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Functional Area - Law in Practice relating to a Property

Title	Liaise with relevant government departments and public services organisations in dealing with general property management matters
Code	110551L2
Range	Liaison with government departments or public service agencies involved in daily property management matters, applicable to frontline personnel in contacting government departments or public organisations in handling routine property management matters
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the job nature of government departments and public services organisations</p> <ul style="list-style-type: none"> • Be able understand the job nature of government departments and public services organisations related to general and daily property management, understand their scope of services and their relationship with property management matters <p>2. Carry out practical liaison works</p> <ul style="list-style-type: none"> • Be able to use knowledge of understanding on various departments and organisations, to liaise with relevant departments or organisations according to the situation and the established procedures, to seek assistance from relevant organisations or to follow up on daily management matters, such as dealing with noise, water drippings from air conditioner, throwing objects at height and others • Be able to follow up the case according to the situations and the results after contact, such as reporting to the superior, notifying the relevant owners, posting temporary notices, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand government departments and public services organisations in relation to daily property management, understand the nature and scope of their services and their relationship with property management matters; and • Be able to select and liaise with appropriate government departments and public service organisations in light of the situations and the established procedures to follow up on cases and deal with issues, and be able to make appropriate follow-up and arrangements according to the results of the liaison.
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Functional Area - Law in Practice relating to a Property

Title	Supervise subordinates to liaise with relevant organisations in dealing with property management issues
Code	110552L3
Range	Liaison with government departments or public service agencies involved in daily property management matters, applicable to supervision of staff in liaising with relevant government departments and public services organisations in handling daily property management matters under the guidelines and job functions
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with government departments and public services organisations</p> <ul style="list-style-type: none"> • Be familiar with the scopes of responsibility of government departments, law enforcement departments and public service organisations related to daily property management • Be familiar with the functions and division of responsibilities of management company and government departments or public services organisations <p>2. Supervise subordinates</p> <ul style="list-style-type: none"> • Be able to explain to clients and subordinates the scope of services of relevant government departments and public service organisations, and the division of responsibilities with the management company • Be able to supervise staff in requesting assistance from the relevant departments appropriately to solve daily management problems • Be able to examine the results of the staff's liaison with government departments or public services organisations and make appropriate follow-up, and make report to superiors and seek for solutions if there are incomplete cases • Be able to maintain close contact with relevant departments or organisations, collect up-to-date information, and increase the effectiveness of handling daily management matters
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the scope of responsibilities of government departments, law enforcement departments and public services organisations related to daily property management, and the functions and division of responsibilities with the management company; and • Be able to clearly explain the scope of services of the relevant government departments and public services organisations to the owners and subordinates, and be able to supervise the subordinates to contact the relevant departments or organisations in a correct and efficient manner in accordance with the established guidelines and codes of conduct to handle and follow up on the cases.
Remark	

Specification of Competency Standards
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Functional Area - Law in Practice relating to a Property

Title	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters
Code	110553L4
Range	Legal arrangements of property management, applicable to mastering the jurisdictions in relation to property management cases in order to take legal actions on daily matters
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thorough understand the jurisdictions</p> <ul style="list-style-type: none"> • Thoroughly understand the basic judicial system and jurisdictions over property management disputes, such as the jurisdictions of the Small Claims Tribunal, Lands Tribunal, District Court and High Court, and related legal procedures <p>2. Arrange legal actions</p> <ul style="list-style-type: none"> • Be able to arrange the preparatory work for legal action according to the nature of the incident/case/dispute, such as issuing final warning letters, land searching, analyzing and collating information, evidence and documents, etc. • Be able to assist in making appropriate arrangements for legal proceedings depending on the nature of the incidents or disputes, types of hearings, prosecutions and civil proceedings under various jurisdictions • Be able to contact legal counsel, understand different feasible alternatives of legal actions and their pros and cons, and make suggestions to superiors • Be able to follow up on the outcome of the verdict
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the jurisdictions related to property management under the Hong Kong judicial system and understand thoroughly the legal procedures under normal circumstances; • Be able to classify the nature of various common accidents and disputes, make proper judgment and take appropriate arrangement of legal actions, and carry out preparatory work properly; and • Be able to contact legal counsel, understand the various feasible alternatives of legal action and their pros and cons, and make suggestions to superiors.
Remark	

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Functional Area - Law in Practice relating to a Property

Title	Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases
Code	110554L5
Range	Arrangement of litigation and mediation of property management, applicable to the judgment of the decision to arrange legal proceedings or mediation to deal with the cases or disputes of property management
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal system and procedures</p> <ul style="list-style-type: none"> • Be proficient in Hong Kong judicial system, judicial bodies and related legal procedures • Be proficient in the scope, procedures, pros and cons of mediation <p>2. Analyse the legal proceedings required</p> <ul style="list-style-type: none"> • Be able to decide the resolution of disputes by litigation or other methods based on the pros and cons of each method • Be able to discuss and maintain close contact with legal counsel or retained counsel to grasp the main points of the case and assess the expected outcomes to plan and prepare for the required procedures, resources, documents, information, evidence and witnesses, etc. • Be able to arrange conciliation proceedings to deal with the case in accordance with the circumstances of the case and the wishes of the parties • Be able to explain the pros and cons of various legal proceedings or mediation, and the expected effects to the owners, owners corporation or clients, and then assist the owners corporation, owners or clients in making decisions
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in Hong Kong's judicial system, judicial bodies and related legal procedures, and proficient in the scope, procedures, pros and cons of mediation; • Be able to identify the nature of the cases and disputes, analyse the critical point of the issues, and contact the relevant legal counsel/appointed lawyers to make appropriate legal arrangements; and • Be able to explain the pros and cons of various legal proceedings or mediation schemes and the expected effects to the owners, owners corporations or clients, and assist the owners corporation, clients or owners in making decisions.
Remark	

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Functional Area - Law in Practice relating to a Property

Title	Master the latest amendments in related legislations and submit views on draft bills
Code	110555L6
Range	Amendments to legislations related to property management, applicable to the review of property management and related legislation, and the submission of comments on the enactment, amendment or revision of the legislations
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate legislations</p> <ul style="list-style-type: none"> • Integrate Building Management Ordinance and other ordinances related to property management • Integrate consultation procedures of legislations and evaluate the bills or amendments <p>2. Submit comments on legislations</p> <ul style="list-style-type: none"> • Be able to integrate the development and needs of the market and the evolution of property management services, and give advices to the government through professional bodies or representatives of government department on any deficiencies or needs to be improved in the current legislation • Be able to analyse the provisions of the draft legislation, and analyse the impact of the legislation on the services and operations of the industry and organisation, and then formulate the strategies of the organisation • Be able to submit comments to the government on bills on property management during the consultation period
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate Building Management Ordinance and other legislations related to property management, effectively integrate the consultation procedures, evaluate the bills or amendments; and • Be able to integrate market developments, critically analyse the pros and cons of the bills, summarize the opinions during the consultation period and submit them to the government, be able to contribute to the legal reform and development of the property management industry.
Remark	

Specification of Competency Standards
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Functional Area - Law in Practice relating to a Property

Title	Draft specifications for property management services contract, and execute the contract
Code	110556L4
Range	Drafting and execution of management contracts and service contracts, applicable to the drafting of the provisions of the management contracts and service contracts, and the execution of the contracts in accordance with the terms of the contracts
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the content of service contracts</p> <ul style="list-style-type: none"> • Thoroughly understand the content, nature of services and relevant legal requirements of management agreement and various service contracts <p>2. Draft the specifications</p> <ul style="list-style-type: none"> • Be able to draft work schedules and specifications listed in various service contracts according to the nature of the property, customer requirements and service level • Be able to draft the provisions that need to be revised for approval by the superiors in accordance with the provisions of the previous contract, the latest and practical situation <p>3. Execute the contract</p> <ul style="list-style-type: none"> • Be able to design inspection forms/record sheet for the quality control of regulatory services in accordance with the provisions of the contract, supervise the subordinates to perform the works of contractor management, and ensure the execution of contract by the contractors • Be able to enforce penalties, such as service charge deduction or issuance of warning letter, against contractors who fail to perform the terms of contract • Be able to implement property management services in accordance with the provisions of the management contract, and supervise the subordinates and contractors to provide services in accordance with the contract and performance pledge • Be able to prepare the reports that need to be submitted to clients or owners corporations on time according to the requirements of the contract, such as management reports, financial budgets, income and expenditure reports, audit reports, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the content, nature of services and relevant legal requirements of management agreement and various service contracts thoroughly; • Be able to draft the work schedules and specifications listed in various service contracts appropriately according to the nature of the property, customer requirements and service levels; • Be able to effectively supervise the work of the contractors in accordance with the provisions of the contract and ensure that the contractor fulfills the requirements of the contract; and • Be able to implement property management services in accordance with the provisions of the management contract, and prepare the reports submitted to clients or owners corporations on time.
Remark	The requirement on writing specifications for repair or maintenance and construction contracts is not covered under this unit

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Functional Area - Law in Practice relating to a Property

Title	Write service contract and determine the contract terms, and manage the execution of contract
Code	110557L5
Range	Writing and execution of contractual provisions, applicable to the writing and determination of contract terms, the approval of contracts and the management of contract execution
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in the principles of contract and legislations</p> <ul style="list-style-type: none"> • Be proficient in contract law, land law and related laws, as well as the latest court cases <p>2. Write contract and terms</p> <ul style="list-style-type: none"> • Be able to synthesize an understanding of contract law and related legislation to write appropriate contract provisions • Be able to understand the impact of the provisions of the contract on both parties to the contract, so as to avoid disputes caused by unclear provisions when preparing the contract • Be proficient in the nature of the service and the relevant legal provisions, writing various service contracts and management agreements, including general contract provisions, terms of contract, schedules, prices, penalties, and termination clauses, etc. • Be able to write an outsourced service contract that is consistent with the management agreement in accordance with the provisions of the management agreement, so as to avoid contradictions in the provisions <p>3. Sign and execute contract</p> <ul style="list-style-type: none"> • Be able to apply legal knowledge and negotiation skills effectively to reach an agreement to determine the content of the contract • Be able to submit the contracts to the owners corporation or professional for approval, and then arrange tendering, screening, selection and approval according to the established procedures before signing the contracts • Be able to enter into service contracts in accordance with the provisions of the deed of mutual covenant / resolution of owners corporation and management agreement • Be able to plan and manage the contractor's work in accordance with the provisions of the service contract, ensure that the contractor fulfills the contract and meet the service quality requirements, and conduct a service review of the contractor to assess the strength and weaknesses of the contractor's service to the management agreement • Be able to plan and monitor the delivery of quality management services by various subordinates/departments/contractors in accordance with the provisions of the management agreement • Be able to clearly understand the details and time frame of the contract to avoid any violation of the terms of the contract
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in contract law, land law and related legislation, as well as the latest court cases; • Be able to synthesize the understanding of the law and the practical needs, be proficient in the impact of the provisions of the contract on both parties, then write and update the appropriate contractual provisions in relation to the requirements of both parties;

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	<ul style="list-style-type: none">• be proficient in the contract approval process of owners corporations or other owners organisations, using professional knowledge to ensure that contracts have been approved, tendered, screened and selected, and signed according to proper procedures; and• Be able to plan and manage the contractor's work in accordance with the provisions of the service contract, ensure that the contractor fulfills the contract and meet the service quality requirements, and evaluate the service level of the contractor to assess the strength and weaknesses of the contractor's service to the management agreement.
Remark	The requirement on writing specifications for repair or maintenance and construction contracts is not covered under this unit

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Functional Area - Law in Practice relating to a Property

Title	Review the provisions of contracts and legal documents and provide suggestions
Code	110558L6
Range	Writing and updating of contractual provisions, applicable to reviewing contract terms and legal documents, and providing advices on legal documents or provisions
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate relevant legislations</p> <ul style="list-style-type: none"> • Integrate contract law, land law and related legislations, integrate the latest court cases and the specific applications of the law <p>2. Review provisions in contracts and legal documents</p> <ul style="list-style-type: none"> • Be able to integrate the impact and specific implementation of the provisions of the management agreement and other service contracts, and review any vague or unenforceable provisions, then make reviews and amendments • Be able to study and discuss the implementation status of various contracts, and plan the methods of application and arrangements of various contracts according to the company's strategy or property conditions • Be able to review and determine the content of various legal documents in adapting to legislative amendments, environmental changes and practical needs • Be able to provide suggestions for improvement on the development of the property management industry and the application of laws and contracts
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate contract law, land law and related legislation, integrate the latest court cases and the specific applications of legislation; • Be able to effectively review the provisions of the contract, integrate the latest information on the relevant laws and the specific implementation of the contracts, make valid judgments and arrange amendments; and • Be able to study and discuss the implementation status of various contracts systematically, and plan the application methods and specific arrangements of various contracts according to the company's strategy or property conditions.
Remark	The requirement on writing specifications for repair or maintenance and construction contracts is not covered under this unit

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Functional Area - Law in Practice relating to a Property

Title	Know the basic legal knowledge on property management service industry
Code	110559L2
Range	Legal services and practices in property management, applicable to knowing the basic legal knowledge on property management service industry, and applying in daily duties of position
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand basic legal knowledge of the industry</p> <ul style="list-style-type: none"> • Be able to understand the basic legal knowledge commonly used in property management <p>2. Apply basic legal knowledge</p> <ul style="list-style-type: none"> • Be able to apply basic legal knowledge to judge whether there is occurrence of breaching while performing daily duties, such as throwing objects at height, causing nuisance to other customers, trespassing, etc. • Be able to distinguish illegal acts according to the legal knowledge, and follow up instantly according to the work guidelines and report to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the basic legal knowledge commonly used in property management; and • Be able to distinguish violations of the law according to the legal knowledge when performing of daily duties, and follow up instantly according to the work guidelines and report to superiors.
Remark	

Specification of Competency Standards
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Functional Area - Law in Practice relating to a Property

Title	Master and apply industry related legal knowledge
Code	110560L3
Range	Legal services and practices in property management, applicable to supervision of subordinates in applying legal knowledge in property management when performing duties
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with basic legal knowledge of the industry</p> <ul style="list-style-type: none"> • Be familiar with the legal knowledge and related enforcement procedures related to the property management industry <p>2. Apply basic legal knowledge</p> <ul style="list-style-type: none"> • Be able to supervise subordinates in applying legal knowledge to deal with relevant issues or enquiries when performing daily duties, such as noise nuisance, water dripping from air conditioners, trespassing, selling illegal products or breaches of the deed of mutual covenant of the building, etc. • Be able to assist owners in dealing with problems according to the relevant legal knowledge of the industry, such as water leakage in upper units, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the legal knowledge and related enforcement procedures related to the property management industry; and • Be able to supervise subordinates in applying relevant legal knowledge to deal with problems or enquiries when performing daily duties, and assisting owners in handling problems.
Remark	

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Functional Area - Law in Practice relating to a Property

Title	Well-understand and apply industry related ordinances in property management services
Code	110561L4
Range	Legal services and practices in property management, applicable to the application of legal knowledge of the property management industry when performing management works
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal knowledge of the industry</p> <ul style="list-style-type: none"> • Thoroughly understand the deed of mutual covenant of the building, the Building Management Ordinance and the legal knowledge related to the property management industry and understand thoroughly the related enforcement procedures <p>2. Apply the law</p> <ul style="list-style-type: none"> • Be able to understand the deed of mutual covenant of the building, the Building Management Ordinance and the laws relating to the property management industry, be able to comply with the relevant requirements when drafting the house rules, renovation guidelines, club house rules and regulations, or other work guidelines (e. g. guidelines on handling personal data). • Be able to deal with irregularities in properties, enquiries or complaints as required by laws and regulations, such as illegal construction, change of use of premises, unauthorized occupation of public space, or violations of the deed of mutual covenant of the building; and be able to explain the reasons to the owners, send letters requesting for restoration, and take further legal action in accordance with established procedures or instructions from superiors • Be able to follow appropriate procedures to collect information or evidence as needed for each case as a justification for future litigation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the deed of mutual covenant, Building Management Ordinance and legal knowledge, and related enforcement procedures related to the property management industry; and • Be able to understand and apply the deed of mutual covenant of the building, the Building Management Ordinance and the laws relating to the property management industry, and be able to comply with the relevant requirements when drafting the house rules and guidelines, and be able to deal with the irregularities of the owners and take further legal action as required.
Remark	

Specification of Competency Standards
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Functional Area - Law in Practice relating to a Property

Title	Well-familiar with the property management services related ordinances in order to plan on the management works and procedures
Code	110562L5
Range	Legal services and practices in property management, applicable to the application of legal knowledge in property management industry in the planning of management work and implementation procedures
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal knowledge of the industry</p> <ul style="list-style-type: none"> • Be proficient in the deed of mutual covenant of the building, the Building Management Ordinance and the legal knowledge related to the property management industry and the related enforcement procedures • Be proficient in the important legal proceedings and court cases in the property management industry <p>2. Apply the law</p> <ul style="list-style-type: none"> • Be proficient in the deed of mutual covenant of the building, the Building Management Ordinance, and the laws and court cases related to the property management industry, and be able to apply them in the planning of management guidelines and work procedures, including planning and formulating the house rules, the fitting-out rules and application procedures, the rules and regulations of car park and club house, the visitor registration procedure, etc. or other work guidelines and procedures • Be able to apply legal knowledge to the work of property management and be able to make decisions legally, such as processing and approving the owner's application for renovation or modification, explaining the reasons to the owner clearly, or making specific recommendations to the owners • Be able to judge and apply appropriate handling methods and procedures in light of the information or evidence collected on a case basis, such as the methods to enter a private unit for maintenance of public facilities, and the responsibilities for the maintenance of rooftops or facades, etc. • Be able to seek professional legal advice properly, give appropriate advice to owners corporations, owners or clients, relevant staff or subordinates, and handle property management matters legally and effectively
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the deed of mutual covenant of the building, the Building Management Ordinance and the legal knowledge, enforcement procedures and important court cases related to the property management industry; and • Be able to apply the knowledge in the planning of management guidelines and working procedures, be able to judge and adopt appropriate handling methods according to the data or evidence collected on the case basis, and be able to advise the owners corporation or clients according to legal opinions, and handle the property management affairs legally and effectively.
Remark	

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Functional Area - Law in Practice relating to a Property

Title	Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts
Code	110563L4
Range	Licence requirements of the property management industry, applicable to the compliance of general licence requirements, procedures, practices and codes of conduct of various types of licences in the provision of property management services
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand licence requirements</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the Property Management Services Ordinance, Property Management Services (Licensing and Related Matters) Regulations, relevant licences and requirements applicable to the property management industry, the code of practice and code of conduct <p>2. Follow up the requirements of licences</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the Property Management Services Ordinance, Property Management Services (Licensing and Related Matters) Regulations, the relevant licences and requirements, code of practice and code of conduct applicable to the property management industry, including the requirements for the licence of property management practitioners, and be able to comply with the code of practice and code of conduct strictly when performing duties • Be able to understand the required licences and their requirements for various types of properties, such as club house licences, food or catering licences, swimming pool licences, construction noise permit, effluent discharge permit, etc., provide information upon request to make applications and renewals, and supervise relevant teams/departments and subordinates to ensure that the procedures and operations meet the licence requirements • Be able to follow the company's procedures for immediate follow-up and correction if receiving a notice of a breach of the licence requirements • Be able to follow up on the practical operations of various equipment or facilities in compliance with the latest licensing requirements or guidelines • Be able to arrange personal development or value-added in accordance with the latest requirements for the property management practitioner's licence, improve self-knowledge or skills, and meet the licence requirements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the Building Management Ordinance, Property Management Services (Licensing and Related Matters) Regulations, relevant licences and requirements applicable to the property management industry, the code of practice and code of conduct; • Be able to strictly comply with the code of Practice and code of conduct for property management practitioners when performing duties; and • Be able to thoroughly understand the required licences and requirements for all types of properties and supervise the relevant departments and subordinates to ensure that the procedures and operations meet the licence requirements
Remark	

Specification of Competency Standards
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Functional Area - Law in Practice relating to a Property

Title	Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement
Code	110564L5
Range	Licensing requirements for the property management industry, applicable to the regulation of various licence requirements, procedures, practices and codes of conduct in the provision of property management services
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in licence requirement</p> <ul style="list-style-type: none"> • Be proficient in Property Management Services Ordinance, Property Management Services (Licensing and Related Matters) Regulations, relevant licences and requirements applicable to the property management industry, the code of practice and code of conduct <p>2. Regulate the licence requirements</p> <ul style="list-style-type: none"> • Be proficient in the relevant licences and requirements, code of practice and code of conduct applicable to the property management industry, including the licence requirements of property management practitioners, be able to strictly comply with the code of practice and conduct when performing duties, and promote self-development and licensing of subordinates in proportion to the requirements, and supervise their conduct • Be able to grasp the required licences and their requirements for various types of properties, and regulate relevant teams/departments and subordinates to ensure that procedures and operations meet the licence requirements, including formulating various practical and operational guidelines, testing and evaluating the effectiveness to avoid breaches of licence requirements • Be able to liaise with the licensing department to clarify the licensing/renewal requirements and procedures, and plan as a whole on the various teams/departments to cooperate to increase the effectiveness • Be able to analyse the latest licence requirements or guidelines, and then improve the performance or practice of various equipment or facilities, or revise service procedures as needed • Be able to arrange personal development or value-added in accordance with the latest requirements for the property management practitioner's licence to enhance one's competency, knowledge or skills continuously to meet the licence requirements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the relevant licences and requirements, code of practices and codes of conduct applicable to the property management industry; • Be able to comply with the code of practice and code of conduct for property management practitioners strictly and to supervise the conduct of subordinates when performing duties; and • Be able to test and evaluate the operational procedures and effectiveness of various licence projects to avoid breaches of licence requirements, to analyse the latest licence requirements or guidelines, to improve equipment or to revise service procedures in order to meet licence requirements.

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Functional Area - Law in Practice relating to a Property

Remark	
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Specification of Competency Standards
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Functional Area - Finance and Asset Management relating to a Property

Title	Carry out daily fee-collection duties as instructed
Code	110565L1
Range	Works of daily income and expenditure, applicable to frontline personnel in carrying out daily practice of fee collection and handling of petty cash
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the charges</p> <ul style="list-style-type: none"> • Be able to know the charge amounts of general items and steps of collection <p>2. Carry out daily collection of fees</p> <ul style="list-style-type: none"> • Be able to collect daily charges and make appropriate records according to instructions and procedures • Be able to process the collection steps clearly and correctly according to the different payment methods requested by the customer, and provide the customer with a receipt or acknowledge of receipt • Be able to handle petty cash items as instructed and to make appropriate records
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the charge amounts of general items and steps of collection; and • Be able to collect fees and handle petty cash in accordance with procedures and instructions and make clear and accurate records.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Handle petty cash income and expenses according to instructions
Code	110566L2
Range	Works of daily income and expenditure, applicable to handling the collection and delivering of general daily charges and the processing of petty cash
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand charge items and methods</p> <ul style="list-style-type: none"> • Be able to understand the various types of charge items and amounts in management services • Be able to understand the various charging methods and steps <p>2. Handle daily operation of income and expenditure</p> <ul style="list-style-type: none"> • Be able to independently handle and complete various charging procedures in accordance with guidelines and procedures • Be able to explain to customers the methods and steps for payment of fees and charges, and answer enquiries from customers about payment and related records • Be able to follow the instructions to perform the procedures of daily cash payments, check and verify relevant invoices and records of sign for receipt • Be able to calculate income and petty cash balance on a daily basis, issue receipts and keep complete records for verification by superiors • Be able to follow established guidelines for handling daily deposit procedures and related tasks
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the various types of charge items and amounts in management services, and the various charging methods and steps; and • Be able to independently handle and complete various charges and cash expenditure procedures in accordance with the guidelines and procedures, accurately calculate income and balance of petty cash, make clear records and implement relevant procedures of deposit.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Lead subordinates to handle petty cash income and expenses
Code	110567L3
Range	Works of daily income and expenditure, applicable to leading subordinates in handling petty cash income and expenditure, and making verifications
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the procedures of income and expenditure</p> <ul style="list-style-type: none"> • Be familiar with the processing procedures of the income, expenditure of various management items • Be familiar with the steps of checking of various types of charges and petty cash expenditures, and the frequent problems <p>2. Carry out supervision and verification</p> <ul style="list-style-type: none"> • Be able to lead subordinates to count and verify income and balance of petty cash, verify counterfoils, or check against record in electronic/computer systems, and keep complete records for review and archiving by superiors • Be able to follow up on the problems found during the verification process, find out the points and causes of the errors, and make appropriate correction • Be able to supervise the staff to carry out the cut-off on time according to the established guidelines and procedures in order to meet the established requirements and submit the data/report on time • Be able to lead the staff to perform the daily deposit procedure and related works appropriately in accordance with established procedures, to check and verify the relevant records
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the income, expenditure and processing procedures of various management items, and familiar with the steps of checking on various types of fees and petty cash expenses, and the common problems; and • Be able to effectively lead the subordinates to correctly calculate, verify and record the income and expenditure of each item, count and verify the income and petty cash balance, and supervise the subordinates to cut-off and submit data or reports on time according to the established requirements.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Handle financial and leasing income and expenses, and the related statements
Code	110568L4
Range	Works of finance, leasing income and expenditure, applicable to the processing of property finance, leasing income and expenditure, and the processing of related statements
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the processing of property finance, leasing income and expenditure</p> <ul style="list-style-type: none"> • Thoroughly understand the processing of property management finance, leasing revenue and expenditure <p>2. Carry out the processing of income and expenditure</p> <ul style="list-style-type: none"> • Be able to review all types of income and amount and data of petty cash, properly arrange and closely monitor the implementation of deposit procedures and record • Be able to verify the accuracy and sufficient documentation of invoices, amounts or receipts for expenditure of each item in accordance with the established procedures, and to draw up a ledger for approval and payment by the superior • Be able to process income from leasing and related projects, verify data and issue receipts as required, properly arrange for income to be deposited into designated accounts and update records • Be able to complete the processing of documents related to income and expenditure accounts and submit them to superiors according to the specified time frame, such as invoices of each supplier or service contractor, petty cash statement and receipts, and various income statements, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the processing of property management finance, leasing revenue and expenditure thoroughly; • Be able to review all types of income, data and balance of petty cash, perform deposit procedures and record; • Be able to handle leasing and related project income properly, verify data, arrange deposits and update records; and • Be able to review the invoices and information of various expenditures, and accurately draw up a ledger for approval and payment by superiors.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Monitor financial and leasing income and expenses
Code	110569L5
Range	Monitoring of property finance and leasing, applicable to the formulation and monitoring of procedures for property finance, leasing income and expenditure
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in the procedures for monitoring finance</p> <ul style="list-style-type: none"> • Be Proficient in the legitimacy of authority in financial management from Property Management Ordinance, deed of mutual covenant and other binding ordinances, and be proficient in the authority and responsibility of the owners/ property manager in financial control • Be proficient in conveyancing law, leases and procedures of lease monitoring <p>2. Carry out finance and leasing control</p> <ul style="list-style-type: none"> • Be proficient in the property budget, monitor the income and expenditure of the property according to the financial plan, and approve the relevant expenditure according to the procedures and cycles to avoid over-expenditure • Be able to formulate procedures for handling of petty cash and archiving of accounting documents, etc., plan guidelines for the use of petty cash, ensure that subordinates actually implement them, and ensure that subordinates perform the monitoring procedures of review and approval • Be able to perform lease monitoring procedures to monitor rental income and cycles to avoid long-term arrears • Be able to analyse and monitor the statement of income and expenditure of property, review the financial situation of the property, and make early planning if there is a non-ideal situation, such as increasing income or reducing expenses for improving the financial condition of the property
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the rights and responsibilities of owners and property manager in financial management of property, as well as the rights and responsibilities of landlords and tenants according to the ordinances and legal documents; • be proficient in the property budget, monitor the income and expenditure of the property according to the budget, approve the relevant expenditures in accordance with the procedures and cycles, and ensure that the subordinates comply with the procedures to handle the works of financial income and expenditure; • Be able to perform lease monitoring procedures to effectively monitor rental income and cycles; and • Be able to analyse and monitor the statement of income and expenditure of property, review the financial situation of the property, plan and respond to the special circumstances of the property finance.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Follow up on outstanding payments according to instructions
Code	110570L2
Range	Works of property finance, applicable to frontline personnel in collection of arrears from customers or owners according to instructions
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general methods to collect fee in-arrears</p> <ul style="list-style-type: none"> • Be able to understand the general types of fee in-arrears, the appropriate collection methods and terminology used <p>2. Collect fee in-arrears</p> <ul style="list-style-type: none"> • Be able to collect fee in-arrears from the owners or customer as instructed, including management fees, air conditioning fees, rent or licence fees, club house fees or other arrears • Be able to use appropriate language to remind the owners of the type and date of payment of fees or fee in-arrears on time, and assist the superior to dispatch the reminder notice to the relevant owners/customers or deliver it to the mailbox
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the general types of fee in-arrears, the appropriate collection methods and terminology; and • Be able to use appropriate language as instructed to remind the owners to pay fees on time or to collect fee in-arrears.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims
Code	110571L3
Range	Works of property finance, applicable to supervising frontline staff to carry out the collection of fee in-arrears and the collection procedures
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with the collection methods for fee in-arrears</p> <ul style="list-style-type: none"> • Be familiar with the common types of fee in-arrears in the property, the collection methods and collection procedures prescribed by the company <p>2. Lead subordinates to collect fee in-arrears</p> <ul style="list-style-type: none"> • Be able to lead the staff to carry out the collection of fee in-arrears according to the company's guidelines, including verbal reminder by telephone or meeting with owners/customers, SMS, and notification of arrears via the communication application or email • Be able to verify the amount and date of arrears of the owners/customers and provide accurate information to the owners/customers • Be able to supervise the subordinates to collect the fee in-arrears in accordance with the company's procedures, including the distribution of reminders of arrears and final notices to the owners/customers • Be able to provide the latest data to the superiors, such as information of settlement of arrears or moving-out of the tenants, so that the superiors can make corresponding actions with the latest situation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the common types of fee in-arrears in the property, the collection methods and collection procedures prescribed by the company; and • Be able to lead and supervise subordinates to collect fee in-arrears in accordance with the company's guidelines, and be able to provide the latest information to the superiors for making the corresponding actions with the latest situation.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Take legal actions against outstanding payments
Code	110572L4
Range	Works of property finance, applicable to taking legal actions against outstanding payments
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand legal procedures</p> <ul style="list-style-type: none"> • Be able to understand the legal procedures for the collection of fee in-arrears thoroughly, including filing the case in Small Claims Tribunal, registering and entering on the Memorandum of Charge, and other related proceedings <p>2. Take legal actions against outstanding payments</p> <ul style="list-style-type: none"> • Be able to accurately calculate the amount of outstanding, including interest, handling fees and related expenses, update the information from time to time in tabular format and proceed the collection procedures accordingly • Be able to clearly and effectively explain to the owners/clients the calculation methods for the fee in-arrears and other charges and the rationale • Be able to prepare the documents required for the legal process, including land search for the verification of the owner's information, company search for the information of company registration, etc. • Be able to follow the statutory procedures, submit relevant documents, evidence and attend hearings, and follow up on all proceedings and judgments in a timely manner • Be able to provide the lawyer with all the documents required to carry out the registration of a Memorandum of Charge as instructed <p>3. Compile reports for arrears</p> <ul style="list-style-type: none"> • Be able to report the ongoing and serious cases of arrears to superior, provide accurate and updated information to superiors for decisions on the follow-up actions • Be able to compile a detailed report of the overall arrears report of the property for superiors to monitor the financial conditions of the property
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the legal procedures for the collection of fee in-arrears thoroughly, and the registration of Memorandum of Charge and related proceedings; • Be able to accurately calculate the outstanding amount, organize the documents required for the legal proceedings, follow all proceedings and judgment results of the Small Claims Tribunal; and • Be able to compile a detailed report of the overall arrears of the property for the superior to monitor the financial situation of the property, be able to report the ongoing or serious cases to the superiors for decisions of follow up actions.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Plan on the control and procedures on handling outstanding payments
Code	110573L5
Range	Works of property finance, applicable to planning on the control and procedures on handling of outstanding payments
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient on procedures for collection of outstanding payments</p> <ul style="list-style-type: none"> • Be proficient in various alternatives of legal action for recovering of arrears and their pros and cons, such as memorandum of charge, forfeiture/ confiscation order, bankruptcy order or order for sale, etc. <p>2. Plan on the control and procedures on handling outstanding payments</p> <ul style="list-style-type: none"> • Be proficient in various alternatives of legal action for recovering of arrears and their pros and cons, such as memorandum of charge, forfeiture/ confiscation order, bankruptcy order or order for sale, etc. and make effective follow-up decisions based on the circumstances of the case • Be able to analyse the information and rationale, consult with the lawyer, then determine the best follow-up plan, and follow up until the end of the case • Be able to plan the control and handling procedures of outstanding payments, manage subordinates to follow up and collect fee in-arrears accurately and timely in accordance with procedures, and can closely follow up on special cases • Be able to negotiate and deal with clients/owners on repayment arrangements properly based on the circumstances of individual case • Be able to analyse the overall outstanding payments of the property, monitor the impact of the arrears of the property on the overall financial conditions, avoid negative impact on cash flow due to excessive arrears, and make improvements as soon as possible
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the various alternatives of legal actions for recovering of arrears and their pros and cons; • Be able to make effective follow-up decisions in response to the circumstances of the outstanding cases; • Be able to plan the control and handling procedures of arrears, manage subordinates to follow up and collect fee in-arrears accurately and timely in accordance with procedures; and • Be able to analyse the overall outstanding payments of the property, to monitor the financial position of the property and to make improvements in advance.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Handle account statements, balance sheets and carry out asset management
Code	110574L4
Range	Works of financial and asset management, applicable to the calculation of income and expenditure accounts, the preparation of balance sheets and the execution of asset management arrangements
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand asset items and statements of account</p> <ul style="list-style-type: none"> • Thoroughly understand the property finance and asset items and the principles of application • Thoroughly understand the requirements of financial management under Building Management Ordinance <p>2. Handle the accounts and statements</p> <ul style="list-style-type: none"> • Be able to classify, calculate and prepare income and expenditure accounts, prepare monthly income and expenditure statement and balance sheet and annual income and expenditure statement and balance sheet • Be able to verify income and expenditure statements and balance sheets submitted by the accounting department • Be able to properly arrange the delivery of income and expenditure statements and balance sheets to owners/owners corporations/clients according to statutory requirements, and be able to prepare reports explaining or summarizing the statements • Be able to organize and analyse the income and expenditure of specific items as required, and prepare relevant special reports • Be able to follow established procedures to perform the steps in handling property asset, such as regular counting and verification of assets, depreciation, disposal or liquidation of assets
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the principles of property finance and asset items and principles of applications, and be able to understand thoroughly the relevant financial management requirements under Building Management Ordinance; • Be able to calculate, prepare income and expenditure accounts and prepare financial statements in accordance with statutory requirements, and arrange for the submission of income and expenditure statements and balance sheets; • Be able to organize and prepare special financial reports as required to explain various statements or specific income and expenditure items; and • Be able to properly execute the steps of handling of property assets in accordance with established procedures.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Formulate annual budget, arrange account audit and plan on asset management
Code	110575L5
Range	Works of financial and asset management applicable to the formulation of property budgets, arrangement of audits and planning of asset management
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in financial budget and asset planning</p> <ul style="list-style-type: none"> • Be proficient in various types of budgeting methods and financial management of property • Be proficient in legal requirements and audit procedures • Be proficient in planning on asset management <p>2. Formulate the budget of property</p> <ul style="list-style-type: none"> • Be able to analyse the characteristics of the property and the financial revenue and expenditure, service quality and level, customer expectations, property management policy, etc., and formulate a suitable financial budget • Be able to base on the methods of budgeting, then adopt the appropriate method to formulate the financial budget to meet the needs of the property, and forecast the income and expenditure of each item • Be able to explain the budget items and budget method to the owners/clients • Be able to handle the process of formulating, adopting and executing the budget as required by law • Be able to approve property financial statements and related reports, conduct variance analysis and review the financial position of the property, and implement plans for improvement <p>3. Arrange the audit</p> <ul style="list-style-type: none"> • Be able to handle the procedures for arrangement of audit as required by law, including appointing auditors, providing information and data to the auditors, confirming and publishing the audit report, etc. • Be able to arrange amendments to the property financial statements in accordance with the results of the approved audit report <p>4. Plan asset management</p> <ul style="list-style-type: none"> • Be able to plan on asset management of the property and make financial arrangements for assets • Be able to formulate and implement practical plans for maintaining/enhancing asset values according to asset planning schemes
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in financial management and budgeting methods, be proficient in legal requirements and audit procedures, and planning on assets management; • Be able to handle the procedures for formulating, adopting and executing the budget in accordance with legal requirements, fully analyse the characteristics of the property and the needs of owners/clients, adopt an effective budgeting method to formulate a financial

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	budget suitable for the property, and be able to effectively explain the items and budget method to the owners/clients; <ul style="list-style-type: none">• Be able to arrange the audit properly and follow up all procedures in accordance with legal requirements; and• Be able to formulate asset management plans for properties and effectively execute financial arrangements for assets.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management
Code	110576L6
Range	Works of financial and asset management, applicable to the approval of property expenditures, budgets, the establishment of internal financial and auditing procedures and asset management policies
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate strategies of financial and asset management</p> <ul style="list-style-type: none"> • Integrate the strategies of financial management and asset management and their applications <p>2. Approve financial budget and expenditure</p> <ul style="list-style-type: none"> • Be able to integrate the financial policies and overall financial arrangements, approve budgets and monitor the effectiveness of budget implementation • Be able to integrate policies and procedures to approve and monitor the overall financial expenditure and expenditure of important individual projects • Be able to review the financial cycle analysis, review the financial situation and determine improvement plans <p>3. Establish financial and asset management policies</p> <ul style="list-style-type: none"> • Be able to integrate legal requirements, market development, needs of owners/clients and the overall company's strategies, plan and determine the overall financial management and asset management policies, and establish a practical plan for asset utilization • Be able to plan internal audit procedures and arrangements, and arrange audit in accordance with legal requirements • Be able to integrate financial and asset management policies, plan the practical guidelines and codes of practice, and motivate the proper implementation of policies by internal members
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate financial policies and the overall financial arrangements, approve budgets, monitor overall financial expenditures and the effectiveness of budget implementation, review financial positions and determine improvement plans; and • Be able to integrate legal requirements, market development, needs of owners/clients and the overall company's strategy, plan and determine the overall financial management and asset management policies, establish a practical plan for asset utilization, and effectively motivate the proper implementation of policies by internal members.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Plan on corporate finance and asset management, and carry out risk assessment
Code	110577L7
Range	Works of corporate finance and asset management, applicable to risk assessment of enterprise, planning asset utilization and assessing the cost-effectiveness of enterprise's operations
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Research on asset management of enterprise</p> <ul style="list-style-type: none"> • Research and comprehensive analysis of corporate finance and asset management, and corporate risk assessment strategies <p>2. Plan overall asset management and risk assessment of enterprise</p> <ul style="list-style-type: none"> • Be able to conduct research on financial data analysis and effectively analyse the cost-effectiveness of the enterprise's overall property facilities and asset management operations • Be able to analyse and evaluate the market, to proactively assess the value of property facilities and assets, operating efficiency, cash flow, etc., to study the use of funds for sustainable development or the planning to increase cost-effectiveness and enhance performance according to practical needs • Be able to comprehensively analyse market developments or different circumstances to create the direction and strategy of asset development of the enterprise • Be able to accurately analyse the operational and financial risks of enterprises, plan overall risk management strategies, and to avoid financial crises
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to research and comprehensively analyse corporate finance and asset management, and corporate risk assessment strategies; • Be able to accurately analyse and evaluate the operational benefits of enterprise assets, create different scenarios and effectively plan strategies for the development of assets of the enterprise; and • Be able to effectively assess operational and financial risks of the enterprise and plan overall for the risk management strategies.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Verify general procedures and documents on procurement
Code	110578L3
Range	Works of procurement and tendering in property management services, applicable to verifying the general procedures and documents on procurement
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with the documentation and procedures of procurement</p> <ul style="list-style-type: none"> • Be familiar with the general procurement procedures and documentation requirements, including the procedures of using of petty cash in purchasing, procedures of invitation to quote, number of quotations required and the approval procedures <p>2. Verify documents and procedures of procurement</p> <ul style="list-style-type: none"> • Be able to monitor the use of petty cash in purchasing by subordinates as required by the company to ensure compliance with procurement procedures, such as material type, quantity, amount and time constraints • Be able to verify receipts and contents of items purchased by petty cash, verify the types, quality and quantity of goods are correct and comply with the approval process • Be able to accurately fill out the company's standard purchase order as instructed by the superior, or verify the content of the general invitation to quote via email or other types document, including items and description, quantity, quality requirements, construction or delivery date, payment method, closing date and other relevant information, and verify that the contractors or suppliers meet the requirements under company's approved contractor list (if any) • Be able to verify that the quotation provided by the contractors or suppliers meets the requirements, then negotiate and confirm with the contractors or suppliers that the purchase is consistent with the quotation • Be able to draft proposals and submit for superior's approval • Be able to verify whether the works/items meet the requirements after completion or delivery, such as the type, quality and quantity of the goods, and then complete the payment requisition form
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the general procurement procedures and documentation requirements; • Be able to monitor the use of petty cash purchases by subordinates as required by the company to ensure the compliance with procurement procedures, to accurately complete purchase orders, or to verify emails or other documents for invitation to quote, and to verify that quotations provided by contractors or suppliers meet the requirements; and • Be able to verify that the goods or works meet the requirements, such as the type, quality and quantity of the goods, and then complete the payment requisition form.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Execute and monitor on the procurement and tendering matters
Code	110579L4
Range	Works of procurement and tendering in property management services, applicable to executing and monitoring on the procurement and tendering matters
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thorough understand legal requirements and procedures of procurement and tendering</p> <ul style="list-style-type: none"> • Thoroughly understand the Building Management Ordinance, Prevention of Bribery Ordinance, and other legislations, and the codes of practice and guidelines of procurement and tendering issued by the company <p>2. Execute and monitor procurement and tendering</p> <ul style="list-style-type: none"> • Be able to arrange procurement by invitation to quote or tendering in accordance with established procedures • Be able to monitor the implementation of general procurement procedures as required by the company and ensure that the procurement process complies with legislations and the code of practice of the company • Be able to draft tender invitations and related documents as required, including invitation to tender, pre-qualification of contractors or suppliers, tenders, tendering methods or other required documents • Be able to assist in arranging tender briefings and preparing documents for bidders' reference • Be able to execute and supervise the tendering process and tender opening process, including arrangement of tender boxes, tenders submission records, witnesses for tenders opening and tenders opening records • Be able to verify the contents of tenders, assist in the analysis of tenders, and draft analysis reports for approval by clients or owners corporations • Be able to verify whether the works/products comply with the tender and contract upon completion, and follow up the procedures of payment approval
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the Building Management Ordinance, the Prevention of Bribery Ordinance and other legislations and codes of practice and guidelines of procurement and tender procedures issued by the company; • Be able to monitor the implementation of general procurement procedures as required by the company and ensure that the procurement process complies with the legislations and the code of practice of the company; and • Be able to draft the tender documents as required, execute and supervise the entire tendering process, assist in the analysis of tenders and the drafting of the analysis report.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Plan as a whole on the arrangements on procurement and tendering
Code	110580L5
Range	Works of procurement and tendering in property management services, applicable to planning as a whole on the arrangements on procurement and tendering
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in the procedures of procurement and tendering</p> <ul style="list-style-type: none"> • Be proficient in Building Management Ordinance and code or practice of procurement issued by company • Be proficient in the pros and cons of various tendering methods <p>2. Plan as a whole on procurement and tendering</p> <ul style="list-style-type: none"> • Be able to plan as a whole on procurement and tendering in accordance with the code of practice under Building Management Ordinance and other relevant legislations, and company procedures • Ability to write and approve specifications and tenders • Be able to determine the qualifications of bidders, to determine tendering methods or procedures, such as open or selective tendering, pre-qualification procedures, tender submission methods, etc. • Be able to monitor the tendering process to ensure fairness and compliance with all legislations and codes of practice <p>3. Plan as a whole on tender evaluation</p> <ul style="list-style-type: none"> • Be able to plan as a whole on the interviews, prepare tender analysis reports, select and appoint suitable suppliers, service or works contractors, or provide advice to clients or owners corporations for approval and follow up on all procedures for approval, such as convening owners' meetings • Be able to approve completion and payment • Be able to accurately evaluate the service performance of various services or works contracts, and suppliers to assess the qualifications of contractors in participating in future bidding
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in Building Management Ordinance, the Prevention of Bribery Ordinance, other legislations and codes of practice of procurement issued by the company, and be proficient in the pros and cons of various tendering methods; • Be able to plan as a whole on the procurement and tendering in accordance with the requirements of legislations and codes of practice, be able to write tenders, determine the qualifications of bidders, decide on tendering methods or procedures, and ensure that the procedures are fair and objective; and • Be able to plan as a whole on the analysis of tenders, be able to select suitable suppliers or contractors and follow up on all approval procedures, and accurately assess the service performance of each supplier or contractor upon completion.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Devise and formulate procedures on procurement and tendering
Code	110581L6
Range	Works of procurement and tendering in property management services, applicable to the devising and formulation of procurement and tendering procedures
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate and evaluate procedures</p> <ul style="list-style-type: none"> • Integrate relevant legislation and codes of practice, and integrate relevant information and procedures • Integrate and evaluate contractor accreditation criteria and methodologies <p>2. Devise procurement and tendering procedures</p> <ul style="list-style-type: none"> • Be able to integrate relevant legal information and procedures to devise the most appropriate procurement and tendering procedures, including setting the tender amount and the corresponding method of procurement, the number of tenders, etc. • Be able to evaluate and develop specifications for tenders, such as chapters and project requirements, formats, information and documents required, etc. • Be able to devise contractor pre-qualification requirements, build a list of approved contractors, and devise procedures for regular review and update • Be able to monitor and review the tendering process, correct any deficiencies and make improvement • Be able to develop scoring criteria for tenders and effectively select appropriate contractors • Be able to plan and develop contractor service evaluation methods and standards, and evaluate the performance of contractors or suppliers on a regular basis or upon completion to determine the level or bidding qualifications of contractors or suppliers
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate relevant legislations and codes of practice, integrate and assess contractor evaluation criteria and methods; • Be able to integrate relevant legal information and procedures, devise the most appropriate procurement and tendering procedures, be able to set specifications for tenders, monitor and review the tendering process, correct any deficiencies and make improvement; and • Be able to develop scoring criteria for tenders, effectively select appropriate contractors, plan and develop contractor service evaluation methods and criteria, and evaluate the performance of contractors or suppliers.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Carry out inventory works according to instruction
Code	110582L1
Range	Inventory works, applicable to frontline personnel in carrying out inventory works according to instruction
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the steps in handling inventory</p> <ul style="list-style-type: none"> • Be able to know the basic steps in handling of general inventory <p>2. Carry out the steps in handling inventory</p> <ul style="list-style-type: none"> • Be able to carry out basic steps in handling inventory according to procedures and instructions, including receiving, stocks taking, warehousing, picking up and other steps
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the basic steps in handling of general inventory; and • Be able to carry out basic steps in handling inventory in accordance with procedures and instructions.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Handle inventory records and follow up on the inventory works
Code	110583L2
Range	Inventory works, applicable to frontline personnel in handing inventory records and following up on the inventory works
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand inventory records</p> <ul style="list-style-type: none"> • Be able to understand the general inventory works, stocks taking procedures and documentation requirements <p>2. Carry out inventory works and records</p> <ul style="list-style-type: none"> • Be able to carry out basic inventory works according to procedures and instructions, accurately register the receiving, storing, and picking up of goods according to steps, and accurately fill in the record or forms of in-and-out control of inventory • Be able to handle stocks taking as instructed, take stock of materials, tools, consumables, stationery, etc. required for the property, and record the inventory data such as type, quantity, model, and expiry date, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the requirements of general inventory works and stocks taking procedures and documentation requirements; and • Be able to carry out basic inventory works according to procedures and instructions, accurately fill in the forms or records of in-and-out control of inventory, and be able to carry out stocks taking as instructed.
Remark	

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Functional Area - Finance and Asset Management relating to a Property

Title	Verify inventory records and monitor subordinates to carry out procedures on inventory works
Code	110584L3
Range	Inventory control, applicable to supervision of the subordinates to perform inventory control procedures and verify inventory records
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with procedures and standards of inventory works</p> <ul style="list-style-type: none"> • Be familiar with the inventory procedures and storage standards, including quality control and occupational health and safety standards <p>2. Monitor the inventory works and records</p> <ul style="list-style-type: none"> • Be able to supervise subordinates to perform inventory works, verify the procedures such as receipt, storage, and delivery, and supervise and verify material in-and-out records or forms in accordance with procedures and company guidelines • Be able to supervise the subordinates to perform the stocks taking regularly according to the company's guidelines, and verify whether the inventory records and the material in-and-out records are consistent, check and inventory of assets according to the asset list, and report the loss as necessary • Be able to perform warehouse or store room inspections according to the company's quality control standards or occupational safety and health standards, such as cleanliness, temperature, humidity, illumination, and whether the storage of items meets the standards, and contact the relevant departments to follow up and improve when necessary, or report to the superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the inventory control procedures and storage standards; • Be able to supervise subordinates in carrying out inventory works, supervise and verify material in-an-out records or forms in accordance with procedures and company guidelines, supervise subordinates to carry out stocks taking on a regular basis, and verify the consistency of inventory records and material in-an-out records; and • Be able to carry out warehouse or store room inspections, follow-up on improvement or reporting in accordance with the company's quality standards or occupational safety and health standards.
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Functional Area - Finance and Asset Management relating to a Property

Title	Execute the inventory control procedures
Code	110585L4
Range	Inventory Control, applicable to the execution of inventory control and monitoring procedures
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the procedures of inventory control</p> <ul style="list-style-type: none"> • Thoroughly understand the inventory control procedures and related standards, including management of store and withdraw procedures and stock disposal procedures <p>2. Execute the inventory control procedures</p> <ul style="list-style-type: none"> • Be able to understand the speed of consumption and quantity of stocks, the expiry date and other information of each item, and draft the storage volume and purchase period of each item for approval by the superior • Be able to draft various forms for inventory control, reconciliation and monitoring of the records in accordance with procedures and company guidelines • Be able to regularly verify material in-and-out records or forms, and check the purchase and delivery records to ensure that the records are correct and avoid theft or loss of items • Be able check the inventory records of items from time to time, and go to the scene to verify the situation of use and replacement • Be able to pay attention to consumption and stocks in store room, and regularly follow up on purchases and replenishment of goods • Be able to organize and pay attention to material withdrawal and purchase records, pay attention to any unusual consumption rate, investigate whether there is theft or abuse, and report to superiors <p>3. Carry out disposal procedures</p> <ul style="list-style-type: none"> • Be able to clearly record the assets according to the company's procedures and make clear labelling, such as coding, storage location, etc. • Be able to take stock of assets on a regular basis and check the records and locations • Be able to arrange disposal of items according to company's guidelines, when assets, documented tools or items are damaged, including recording of the date of purchase, the date and circumstances of the damage, the person responsible for verification and the witnesses, and photo record, etc., and submit it to the superior for approval, then update the relevant inventory records and follow up on supplementary matters
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the inventory control procedures, disposal procedures and related standards; • Be able to monitor and verify material receipts and withdrawals, ensure that the records are correct, be able monitor the consumption speeds and stocks, follow up on purchases and replenishment on a regular basis, and be able to detect any unusual rate of consumption; and • Be able to clearly record the assets in accordance with the company's procedures and be able to perform the proper disposal procedures in accordance with the company's guidelines.

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Functional Area - Finance and Asset Management relating to a Property

Title	Plan on the procedures and management of inventory control
Code	110586L5
Range	Inventory Control, applicable to the planning on the procedures and management of inventory control
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in procedures and standards of Inventory Control</p> <ul style="list-style-type: none"> • Be proficient in the Inventory control procedures and standards of storage <p>2. Plan inventory control procedures</p> <ul style="list-style-type: none"> • Be able to plan inventory control procedures and storage standards in accordance with company guidelines, and develop relevant guidelines, such as planning on how to store goods, where and how to receive and withdraw • Be able to plan the verification and inspection procedures, including inspection items, cycles and assessment criteria • Be able to formulate procurement standards and guidelines according to the consumption rate, stocks and financial status of property, such as the minimum and maximum inventory of goods • Be able to plan the safety standards of store rooms/warehouse, such as cleanliness, temperature, humidity, illumination, air quality, etc. • Be able to monitor the rate of consumption or depletion of materials, goods, assets or recorded tools to prevent theft or misuse, regularly review and make improvement on the situation • Be able to verify data from asset records and financial reports to ensure the accuracy
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the inventory control procedures and storage standards; • Be able to plan the Inventory control procedures and storage standards and formulate relevant guidelines, be able to plan safety standards for store rooms/warehouses, be able to plan the verification and inspection procedures, and be able to formulate procurement standards and guidelines according to the rate of consumption, stock and financial status of the property; and • Be able to monitor the rate of regular basis, and be consumption or depletion of materials, goods, assets, or recorded tools, review and make improvement, be able to verify the information in asset records and financial reports to ensure the accuracy.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Know the duties of each post, manpower, and training arrangement
Code	110587L2
Range	Duties of position and deployment, applicable to frontline employees in understanding of duties of positions, assignments and training arrangements
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand duties of positions and deployment</p> <ul style="list-style-type: none"> • Be able to understand the basic conditions of employment under Employment Ordinance and the appeal procedures for labour disputes • Be able to understand the duties of positions and deployment <p>2. Reflect the needs</p> <ul style="list-style-type: none"> • Be able to assist in in arrangement of recruitment advertisements and sorting out the applicant's information for selection by the superior according to the job duties and needs of the position • Be able to understand the labor problems raised by employees, report to the superiors and follow up with appropriate methods • Be able to reflect to the superiors the knowledge and skills required for performing the duties of the post effectively, as well as the workload of the post • Be able to put forward the training needs of the job to the superior, assist in the assignment of employees to participate in the training and record the training materials • Be able to consolidate the data of duty roster and actual manpower on duty for review by the superior
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the duties of positions and deployment, understand the basic employment conditions under the labor legislations and the appeal procedures for labor disputes; • Be able to reflect to the superior the knowledge and skills, workload and training needs required for the post so as to effectively perform the duties, and assist in the arrangement of recruitment and mobilization of employees to participate in the training as needed; and • Be able to understand the labor problems raised by employees, report to superiors and handle in an appropriate way.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Assign appropriate staff for different posts and shifts, induction and on-the-job training
Code	110588L3
Range	Duties of position and deployment, applicable to supervising and arranging personnel for each position and transferring, arranging induction and on-the-job training
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with deployment and training</p> <ul style="list-style-type: none"> • Be familiar with the positions and manpower requirements, scheduling of duty roster and methods of deployment • Be familiar with the training needs of new employee and needs of on-the-job training <p>2. Arrange manpower and training</p> <ul style="list-style-type: none"> • Be able to respond to the needs of the post and properly schedule the time, shift and skill requirements of each post • Be able to understand the competent of subordinates and properly arrange suitable employee for each post • Be able to make immediate manpower arrangements and transfers in response to special circumstances and needs • Be able to grasp the training needs of subordinates and conduct "on-the-job training" for subordinates • Be able to use "job assessment" to assess the capabilities of subordinates in applying the acquired knowledge and skills, and to correct the improper behavior of subordinates • Be able to respond to the skills, needs of the post and development needs of employees, explore the training needs of employees, and make suggestions to superiors and recommend employees to participate in the training • Be able to initially respond to general employment enquiries raised by subordinates and accurately reflect the problems to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the positions and manpower requirements, scheduling of duty roster and deployment methods, and be familiar the training needs of new employee and on-the-job training; • Be able to understand the competent of subordinates, properly arrange suitable employee for each post, and be able to make temporary transfers according to the needs; • Be able to grasp the training needs of subordinates, conduct on-the-job training for subordinates, and be able to assess the performance of employees; and • Be able to respond to enquiries from subordinates about general employment issues and report the problems to superiors accurately
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Manage the manpower, training and performance appraisal within the property managed
Code	110589L4
Range	Works of human resources and training management, applicable to management of manpower planning, recruitment, training and evaluation
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand manpower planning, training and evaluation</p> <ul style="list-style-type: none"> • Thoroughly understand Employment Ordinance and other employment-related legislations and codes of practice, such as minimum wage, employees' compensation, etc. • Thoroughly understand the methods to calculate manpower on duty and arrangement, the methods of recruitment and procedures • Thoroughly understand the training plans and methods to evaluate the effectiveness of training <p>2. Perform human resources management</p> <ul style="list-style-type: none"> • Be able to accurately calculate the regular and substitute manpower needs within the boundary of the management services • Be able to collect required data such as job analysis, job salary evaluation etc. for recruitment purposes • Be able to assist in arrangement of recruitment procedures such as preliminary screening, interview, review, etc., and assist in hiring and commencement arrangements as directed by superiors • Be able to perform human resources management in accordance with established procedures, including employee discipline and conduct, employee on-duty/work/vacation, compensation and benefits, employment contract management, hiring and termination/resignation arrangements, etc. • Be able to assist in handling labor disputes or other employment issues and report or seek directions from superiors • Be able to handle human resources related reports and records <p>3. Perform training management</p> <ul style="list-style-type: none"> • Be able to conduct "training needs analysis" and be familiar with the training needs of the positions and staff of the property • Be able to design training classes, content and conduct classroom training in response to training needs • Be able to assess the effectiveness of training by using appropriate methods and make detailed records • Be able to assess the performance of frontline employees, evaluate the differences before and after training, and make suggestions for improvement to superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the Employment Ordinance and other relevant legislations and codes of practice, methods and procedures for calculating manpower, recruiting staff, and methods to evaluate training programmes and the effectiveness of training;

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	<ul style="list-style-type: none">• Be able to use and synthesize human resources data to accurately calculate the required manpower, and be able to assist in recruitment, commencement, leaving and other arrangements, and assist in handling labor disputes or employment issues; and• Be able to conduct "training needs analysis" to evaluate the performance of employees before and after training, and perform various types of management training and evaluate the effectiveness of training, and be able to make improvement suggestions to the superior according to the results.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Plan the overall human resources management, training and performance appraisal scheme
Code	110590L5
Range	Works of human resources and training management, applicable to planning the overall human resources management, training and performance appraisal scheme
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in planning of human resources and training</p> <ul style="list-style-type: none"> • Be proficient in Employment Ordinances and other employment-related legislations and codes of practice • Be proficient in the focus and direction of planning on human resources and training management <p>2. Plan human resources and training management</p> <ul style="list-style-type: none"> • Be able to conduct job analysis and job salary evaluation, and write job description and job specification for each position of management service based on the information of job analysis • Be able to select and employ qualified management staff based on job descriptions and job specifications • Be able to set remuneration for each position based in management services based on the data of job salary evaluation • Be able to formulate appropriate terms of employment, contractual provisions and codes in accordance with legal requirements and company policies • Be able to assess the causes and main issues of labor disputes and handle them in accordance with the proper procedures to resolve disputes • Be able to monitor the performance of employees and implement a fair and objective reward and punishment system <p>3. Plan in overall on manpower, recruitment, evaluation and training management</p> <ul style="list-style-type: none"> • Be able to verify the results of the training needs analysis and formulate training plans for employees at all levels according to the training needs analysis • Be able to design appropriate training course content for employees according to the needs of employees and post • Be able to plan the specific arrangement, scale and duration (or date) of the training in response to the company's policies and resources • Be able to develop evaluation programmes to evaluate the effectiveness of training and its overall contribution to staff, work, property, clients and organisations • Be able to formulate guidelines for the performance appraisal of employees, fairly assess employees' work performance and the effectiveness of training, so as to improve the future training plans
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in Employment Ordinance and other employment-related legislations and codes of practice, and be proficient in the focus and direction for planning on human resources and training management;

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	<ul style="list-style-type: none">• Be able to manage and plan the department's overall human resources plan, formulate relevant standards and guidelines, and effectively handle labor disputes in accordance with the direction of industry, corporate development and legal requirements; and• Be able to analyse, plan and manage training according to training needs, formulate effective evaluation programs, evaluate the effectiveness of training and employee performance, and improve the overall planning effectively according to the company's policies and resources.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Devise and develop the overall human resources
Code	110591L6
Range	Human resources development and planning, applicable to devising and developing the policy of overall human resources development
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate human resources development</p> <ul style="list-style-type: none"> • Integrate the trends in human resource development in properties, market developments and any additions/updates to legislations <p>2. Plan overall direction of human resources development</p> <ul style="list-style-type: none"> • Be able to integrate important elements such as emerging property management industry knowledge and skills, legal and licensing requirements, and tenant and customer needs to plan an overall human resources development policy • Be able to plan the overall allocation of resources in response to the human resource development policy in order to achieve the desired results • Be able to study and analyse the development of the human resources market, and devise prospective planning on the overall direction of the human resources development (including training) of the organisation in response to the market development and the current situation of the organization • Be able to review the organisation's human resources development strategy on a regular and ad hoc basis, revise and improve the development policy in response to market, customer and employee factors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate trends in human resource development in properties, market developments and changes in legislation; • Be able to integrate knowledge and important elements of new property management industry to plan the development direction of human resources; • Be able to plan the overall allocation of resources to achieve the expected results effectively in response to the human resource development policy; and • Be able to plan the overall direction of the organisation's human resources development prospectively in response to market developments and the current situation of the organisation, review the specific results and make improvements.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Develop strategically on the human assets
Code	110592L7
Range	Human resources development and planning, applicable to the planning on strategic human asset development policies
Level	7
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Research on human asset strategies</p> <ul style="list-style-type: none"> • Research on the sustainable development strategies and market trends of human assets <p>2. Plan overall human asset strategies</p> <ul style="list-style-type: none"> • Be able to study and comprehensively analyse the latest requirements in property management industry and trends on knowledge and skills, and trends on labour market, and data from the corporate's human asset database, and then develop strategies for the development of corporate's human assets • Be able to study and research on the strategy and direction of corporate's development, the development strategies of creating human assets, such as the strategic development of succession plan, that provides a sufficient and efficient human asset reserves for the sustainable development of the corporation • Be able to comprehensively analyse the sustainable development strategies and social responsibilities, and create development strategies for human assets • Be able to create development strategies for the arrangements of human assets or resource allocation, including finance, knowledge, technology, human resources and others, and lead the effective implementation of the development strategies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to conduct research on the sustainable development strategies and market trends of human assets; • Be able to conduct research and comprehensively analyse the latest requirements of property management industry and trends in knowledge and skills, labour market, corporate's development strategies and directions, etc., and be able to align with sustainable development strategies and social responsibilities to create strategies for the development of human assets; and • Be able to effectively create development strategies for the arrangements of human asset or resource allocations, and lead the effective implementation of development strategies.
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Functional Area - Human Resources Management relating to a Property

Title	Complete tasks by cooperation among a team
Code	110593L1
Range	Establishment of teamwork, applicable to frontline employees in recognizing the teams and working with each other to complete assigned duties
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the roles of individual and team</p> <ul style="list-style-type: none"> • Be able to Know the company's organisation structure and operating model • Be able to know the individual's role in the management team <p>2. Participate in teamwork</p> <ul style="list-style-type: none"> • Be able to maintain personal integrity and honesty • Be able to know the role of each colleague in the team and maintain basic communications with colleagues • Be able to maintain a cooperative attitude with colleagues and complete assigned tasks
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the company's organization structure and operating model, and know the role of individual in the management team; and • Be able to maintain personal integrity and honesty, maintain a cooperative attitude and communicate with colleagues to complete the assigned work.
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Functional Area - Human Resources Management relating to a Property

Title	Work in accord with colleagues
Code	110594L2
Range	Establishment of teamwork, applicable to frontline personnel in working in cooperation with colleagues
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand communications and code of conduct</p> <ul style="list-style-type: none"> • Be able to understand the communication methods with colleagues • Be able to understand the proper conduct and behaviour <p>2. Build up work relations</p> <ul style="list-style-type: none"> • Be able to communicate clearly with colleagues • Be able to maintain good communications with colleagues in both formal and informal ways • Be able to accept instructions and supervision from superiors willingly, and be willing to accept the opinions of colleagues • Be able to admit mistakes and accept criticism with a positive attitude • Be able to fully cooperate with the team with integrity and honesty to complete the team's duties and goals
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the communication methods with colleagues and the proper conduct and behaviour; and • Be able to communicate clearly with superiors and colleagues, establish a harmonious working relationship with colleagues and teams, and properly complete the duties and goals of the team.
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Functional Area - Human Resources Management relating to a Property

Title	Supervise the teams to complete tasks
Code	110595L3
Range	Establishment of teamwork and leadership, applicable to leading and supervising the teams to complete the tasks in full cooperation
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with teamwork and leadership skills</p> <ul style="list-style-type: none"> • Be familiar with the general legislations and codes of practice of employee conduct • Be familiar with the characteristics of employees and teams • Be familiar with the basic skills of leading the teams and supervising <p>2. Supervise and lead the teams</p> <ul style="list-style-type: none"> • Be able to convey clear work instructions to subordinates and follow up on their understanding and implementation • Be able to understand the personality traits, behaviors and performance of subordinates, and lead employees and teams to exert their competencies • Be able to effectively supervise the teams to complete tasks and goals, and review any areas for improvement • Be able to supervise and correct the behavior and conduct of employees, and establish the code of conduct that the team should have integrity and honesty • Be able to maintain good communications with subordinates, encourage subordinates to take the initiative to raise problems faced in work, and establish a relationship of mutual trust and mutual assistance in the team
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the general legal requirements and codes of practice of employee conduct, familiar with the characteristics of employees and teams, and the basic skills of leading the team; • Be able to convey clear work instructions, understand the performance of subordinates, able to use team leadership skills in supervising the teams for completion of tasks and goals; and • Be able to comply with laws and codes of conducts, supervise the conduct of employees, maintain good communications with subordinates, and establish a relationship of mutual assistance and mutual trust in the team.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Lead the teams in the provision of quality services
Code	110596L4
Range	Leading the teams, applicable to leading the teams in providing quality services to customers
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thorough understand legislations and skills of team management</p> <ul style="list-style-type: none"> • Thoroughly understand the general legislations and codes of practice of employee conduct, the employee handbook of the organization • Thoroughly understand the essentials of building team spirits <p>2. Lead and manage the teams</p> <ul style="list-style-type: none"> • Be able to monitor employee discipline, integrity and honesty, and ensure that employee behavior complies with regulations and company rules • Be able to assist in assessing the performance of employees, provide work advice to colleagues, and make specific suggestions for improving employee performance • Be familiar with the characteristics of the team and the strengths and weaknesses of each subordinate, and assist the team in establishing team goals, communication patterns and norms of the team • Be able to help employees with different characteristics to establish a cooperation model for building mutual understanding and sympathy, in order to build an efficient team • Be able to balance the opinions of team members, help the team in solving problems and disputes, and establish a harmonious working relationship
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the general legislations and code of practice of employee conduct and the employee handbook of the organisation, and the essentials of building team spirits; • Be able to monitor employee disciplinary behaviour, assist in assessing employees' performance, make specific recommendations for improving employee performance, and • be thoroughly understand the characteristics of the teams and the strengths and weaknesses of each subordinate, effectively assist the team to establish team goals, communication patterns and team norms, properly balance the opinions of team members and resolve disputes, and build a harmonious and efficient team.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Formulate the plan on continuous improvement on the teams' services standard
Code	110597L5
Range	Leading the teams, applicable to formulating a plan on continuous improvement of the team's cooperation and service level
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in employee relationship management and methods of motivation</p> <ul style="list-style-type: none"> • Be proficient in the principles of employee relationship management • Be proficient in ways to motivate and lead teams <p>2. Plan in overall on the enhancement of service level of the teams</p> <ul style="list-style-type: none"> • Be able to establish metrics of quality service, conduct, discipline, communication procedures, grievance and appeal procedures and employee relations policies • Be able to formulate the methods of employee performance appraisal and write employee evaluation reports in a fair, objective and accurate manner • Be able to plan the short-term and long-term development goals of the teams according to the objectives and policies of the organisation, customer needs and expectations, etc., and lead the development of the teams to achieve/exceed the goals • Be able to gain the trust of colleagues, build mutual trust and mutual support in the teams, exert effective motivation and leadership skills, make the team cohesive and collaborative, and improve the overall performance and service quality of the teams • Be able to resolve the differences between colleagues effectively, provide colleagues with solutions to solve difficult problems, and drive positive thinking and morale of the teams • Be able to collect colleagues' opinions and understand their difficulties, effectively review and improve the employee management measures or policies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the principles of employee relationship management, proficient in the ways to motivate and lead teams; • Be able to set quality service metrics and policies, motivate the teams, apply effective leadership skills, and improve the service level of the teams; and • Be able to establish mutual trust and mutual support of the teams, so that the team can build cohesion and collaboration, effectively resolve the differences and difficulties of colleagues, drive the positive thinking and morale of the teams, and improve the overall performance and service quality of the teams.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Devise the direction on team management and leadership
Code	110598L6
Range	Teamwork and leadership in property management, applicable to devising the direction on team management and leadership
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Integrate characteristics of various teams and directions of leadership</p> <ul style="list-style-type: none"> • Integrate the characteristics of various types of property management teams and the advantages and disadvantages of various leadership models <p>2. Plan overall directions on management and leadership</p> <ul style="list-style-type: none"> • Be able to integrate the characteristics of various types of teams, plan appropriate and effective motivation methods, and improve team morale, cooperation and work effectiveness • Be able to integrate the characteristics of various types of teams, the advantages and disadvantages of various types of leadership models, plan and use appropriate and effective leadership models, and improve the overall performance of the teams • Be able to plan the methods and procedures for assessing teamwork and morale, including measurement indicators, standards and methods, review the team morale, cooperation level, job satisfaction, specific work results, and then make further planning and improvements according to the results, so as to improve performance of the teams continuously • Be able to integrate employee opinions and teams' performance, review the effectiveness of leadership policies, and make continuous improvements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to integrate the characteristics of various types of property management teams and the advantages and disadvantages of various leadership models; • Be able to integrate the characteristics of various types of teams, the advantages and disadvantages of various leadership models, and plan appropriate and effective motivation methods and leadership models to enhance the overall performance of the teams; and • Be able to plan in overall on the methods and procedures for assessing teamwork and morale, integrate staff opinions and teams' performance, analyse and review the effectiveness of teamwork and leadership policies, and make improvements continuously.
Remark	

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Functional Area - Human Resources Management relating to a Property

Title	Carry out daily duties in a safe manner
Code	110599L1
Range	Safety at work, applicable to frontline personnel in taking appropriate safety measures when performing daily works
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know of dangers in work place and general legal requirements</p> <ul style="list-style-type: none"> • Be able to know the potential dangers of the environment and its ancillary facilities at the workplace • Be able to know the general requirements of Occupational Safety and Health Ordinance <p>2. Take safety measures</p> <ul style="list-style-type: none"> • Be able to follow the safe working methods and steps • Be able to follow the instructions of superiors and take the steps and safety measures correctly • Be able to use tools and protective equipment correctly when performing duties • Be able to report any workplace hazards or accidents to superiors immediately
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know the potential dangers of the environment and its ancillary facilities at workplace and the general requirements of the Occupational Safety and Health Ordinance; and • Be able to know the working environment, processes, tools and equipment, and perform daily duties correctly and safely in accordance with the Occupational Safety and Health Ordinance.
Remark	

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Title	Create a safe work environment
Code	110600L2
Range	Safety at work, applicable to front line personnel in working together for creating a safe work environment
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand work environment and potential hazards</p> <ul style="list-style-type: none"> • Be able to understand the environment and potential hazards at workplace, and the handling methods • Be able to understand the main points of Occupation Safety and Health Ordinance and others work-related legislations <p>2. Create a safe work environment</p> <ul style="list-style-type: none"> • Be able to pay attention to the daily workplaces, environments and facilities and report any potential hazards to the superiors/employers generally, such as discovery of broken tools or personal protective equipment • Be able to pay attention to oneself and the others' safety and health when performing duties • Be able to follow the Occupational Safety and Health Ordinance, use safe methods and work steps, protective equipment to perform daily work, and pay attention to the equipment and steps of colleagues at the same time, and remind each other on the matters that should be paid attention to • Be able to quickly alert other colleagues to avoid or leave when there is an unsafe condition in the workplace
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the potential hazards of the workplace and the handling methods, understand the main points of Occupational Safety and Health Ordinance and others work-related legislations; • Be able to aware the work environment in accordance with Occupational Safety and Health Ordinance, adopt a correct and safe approach to the work, and care about the work safety of colleagues, and jointly create a safe work environment; and • Be able to report perceived potential work hazards to superiors/ employers.
Remark	

Specification of Competency Standards
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Functional Area - Human Resources Management relating to a Property

Title	Lead subordinates to carry out safety measures in work
Code	110601L3
Range	Safety at work, applicable to leading and supervising subordinates to carry out safety measures at work
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with safety procedures at work</p> <ul style="list-style-type: none"> • Be familiar with safety procedures, protective devices and personal protective equipment • Be familiar with the legislations and codes of practice on occupational safety and health <p>2. Supervise safety procedures at work</p> <ul style="list-style-type: none"> • Be able to monitor the maintenance and storage of tools to ensure that the tools/auxiliary equipment used are functioning properly and comply with safety standards • Be able to keep a safe environment in workplace, including cleanliness, dryness, having proper firefighting equipment, clear escape routes, adequate lighting and unobstructed access, and having adequate indications, etc. • Be able to monitor and supervise employees in the performance of their work with appropriate and safe work steps, adopting appropriate protective measures and using of appropriate personal protective equipment • Be able to guide and remind subordinates of procedures for job safety, strengthen the training for employees who are incapable of • Be able to set as role model and practice good occupational safety and health behavior • Be able to supervise subordinates to carry out measures to promote occupational safety and health in response to the situation in the post • Be able to identify potential risks in the workplace or work process and make recommendations to superiors for prevention or making specific improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the safety procedures, protective devices and personal protective equipment at work, and be familiar with the legislations and codes of practice for occupational safety and health; • Be able to monitor and supervise employees to take appropriate safety measures to promote occupational safety and health when performing duties; • Be able to monitor the maintenance and storage of tools, and the safe environment in the workplace, to ensure the safety and health of employees; and • Be able to identify potential risks in the workplace or work process and make recommendations to superiors for prevention or specific improvement.
Remark	

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Human Resources Management relating to a Property

Title	Manage risk assessment, occupational health and safety
Code	110602L4
Range	Management of occupational safety and health, applicable to managing and performing risk assessments, managing the safe environment and health
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the legal requirements and management of occupational safety and health</p> <ul style="list-style-type: none"> • Thoroughly understand the legislations, codes of practices related to occupational safety and health, and their applications • Thoroughly understand the importance and methodology of risk assessment <p>2. Conduct risk assessment</p> <ul style="list-style-type: none"> • Be able to conduct risk assessments of workplace, environments, ancillary facilities and other working partners' workplace and environments • Be able to make specific recommendations on the work safety basing on the results of risk assessment, to ensure the safety of employees or contractor's employee <p>3. Execute occupational safety and health management</p> <ul style="list-style-type: none"> • Be able to implement safety work procedures and related regulatory systems in accordance with the company's safety management policies and standards • Be able to supervise employees' compliance with the established safe work system and relevant legislations when performing duties, and to organize and maintain relevant records in accordance with quality management procedures • Be able to provide employees with sufficient and suitable tools and protective equipment • Be able to enhance employees' awareness of safe work, including the arrangement of seminars and courses on occupational safety and health to enhance employees' knowledge • Be able to collate information and data on work injuries or accidents, find out the causes and make suggestions for improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the legislations, codes of practice related to occupation safety and health and their application, and understand the importance and methodology of risk assessment thoroughly; • Be able to combine experience and knowledge, conduct risk assessments of the workplace and environment, and make specific recommendations on the work safety based on the results of the risk assessment, to ensure the safety of employees or contractor's employees; • Be able to apply laws and knowledge related to safe work, implement organisational health and safety management in accordance with legal requirements and company standards, enhance employee training, including the arrangement of seminars and courses on occupational safety and health to enhance employees' knowledge; and • Be able to collate information and data on work injuries or accidents, find out the causes and make suggestions for improvement.

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Human Resources Management relating to a Property

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Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Human Resources Management relating to a Property

Title	Formulate the standards and guidelines on occupational health and safety
Code	110603L5
Range	Management of occupational safety and health, applicable to the development of occupational health and safety standards and related guidelines
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in the standards of work safety</p> <ul style="list-style-type: none"> • Be proficient in occupational safety and health related legislations, including updates and amendments • Be proficient in the principles and elements of the occupational health and safety standards <p>2. Plan overall standard of occupational health and safety</p> <ul style="list-style-type: none"> • Be able to plan and design the suitable equipment and layout of the workplace based on the factors of work safety, environment, job nature, content and legal requirements • Be able to formulate work safety assessment reports for workplace, ancillary facilities and working partners, including the assessment of risks at work, planning on work safety measures and defining appropriate equipment/auxiliary equipment • Be able to develop an effective safe work system based on work safety assessment reports and relevant legislations • Be able to make corresponding amendments to the safe work system in response to the update of occupational safety and health related legislations • Be able to respond to the latest technologies or products, revise and change the work safety systems to improve the level of occupational health and safety • Be able to formulate occupational health and safety standards and formulate relevant assessment methods and practical guidelines to assess the effectiveness of implementation in response to different factors, such as legal requirements, corporate strategies, market positioning and customer expectations, etc. • Be able to analyse the results of the assessment, review the effectiveness of the implementation of occupational safety and health management, and make improvements to the problems
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficiency in occupational safety and health related legislations and proficiency in the principles and elements of the occupational health and safety standards; • Be able to formulate work safety assessment reports, assess the risks at work, design work safety measures and prescribe appropriate equipment/auxiliary equipment, and formulate effective safe work systems in accordance with relevant legislations; • be proficient in the updating of relevant legislations, the application of the latest technologies or products in order to formulate and improve the work safety systems correspondently; and • Be able to develop occupational health and safety standards based on various factors, and develop relevant assessment methods and guidelines to assess the effectiveness of implementation, and able to make improvements on specific problems.
Remark	

Chapter 5

Property Management Industry – Vocational Qualifications Pathway

A. Vocational Qualifications Pathway – Summary Table

Service Areas		(1) Property Services	(2) Property Cleaning	(3) Property Security	(4) Property Landscaping	(5) Property Technical / Maintenance	(6) Club House	(7) Tenancy Management	(8) Management of Ancillary Facilities in a Property
General Position									
QF Level	Level 7	Senior Executive	/	/	/	/	/	/	/
	Level 6	Chief Property Manager	/	/	/	Chief Technical / Maintenance Manager	/	/	Chief Facility Manager
	Level 5	Property Manager	/	Operations Manager (Security)	/	Technical Manager/ Maintenance Manager	Club House Manager	Tenancy Administration Manager	Facility Manager
	Level 4	Property Officer	Cleaning Officer	Security Officer	Landscape Officer	Technical Officer/ Maintenance Officer	Club House Officer	Tenancy Administration Officer	Facility Officer
	Level 3	Property Service Assistant	Foreman (Cleaning)	Building Supervisor	Foreman (Landscaping)	Technical Foreman	Senior Club House Assistant	Tenancy Administration Assistant	Facility Supervisor
	Level 2	Customer Service Assistant	Senior Cleaner	Senior Building / Carpark Attendant	Senior Gardener	Technician	Club House Assistant	/	Customer Service Assistant (Facilities Management)
	Level 1	/	Cleaner	Building / Carpark Attendant	Gardener	Artisan	/	/	/

(1) Property Services, Positions

i. Customer Service Assistant

QF Level	Job Title	Customer Service Assistant
2	Job Descriptions	Providing basic property services, customer service, basic documentation works, etc., receiving customers and handling daily inquiries, assisting in handling of petty cash, responding to emergencies according to instructions, inspecting facilities, enforcing rules of venues, etc.

Functional Areas	Main items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	1
	Shopping Centre, Cultural,	Carry out preparatory work and provide services on	110495L2	1

	Recreational & Community Activities	shopping centre, cultural, recreational and community activities according to instructions		
	Pre-management, Takeover & Handover	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2
	Customer Services & Community Relations	Communicate with customers, carry out duties in customer services and community relations	110511L2	1
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Know about facilities of shopping centres and other types of premises including industrial and commercial buildings	110526L1	1
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect facilities of shopping centres and other premises including industrial and commercial buildings	110527L2	2
	Management of Space & Venues	Carry out the rules on use of space and venues	110539L2	1
	Application of Information Technology & Management of Smart Facilities	Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2
LW	Law in Practice relating to a Property			

	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110551L2	1
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle petty cash income and expenses according to instructions	110566L2	2
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	21

ii. Property Service Assistant

QF Level	Job Title	Property Service Assistant
3	⌚ Job Descriptions	Assisting the supervisors in performing basic property management services and customer service, receiving customers, handling daily enquiries and complaints, handling documentations, verifying transaction records and cash accounts, collecting information for insurance claims, making manpower arrangements for management services, checking security measures for daily management work, assisting supervisors in coping with emergencies, assisting in organizing activities, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Safe Environment	Supervise subordinates to Carry out the safe environment measures of a property	110423L3	3
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	110461L3	3

	Purchasing & Outsourcing	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	110468L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Supervise and arrange frontline management services for owners, tenants and customers	110474L3	2
	Records & Reports	Verify and follow up on the records and reports	110481L3	3
	Owners' Meeting	Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers	110483L3	2
	Insurance Arrangement & Risk Management	Collect data for insurance claims	110486L3	2
	Quality Management	Assist in carry out the procedure of quality assurance and accreditation	110490L3	2
	Shopping Centre, Cultural, Recreational & Community Activities	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community	110496L3	2

		activities		
	Pre-management, Takeover & Handover	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	110501L3	3
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings	110528L3	3
	Application of Information Technology & Management of Smart Facilities	Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities	110546L3	3
LW	Law in Practice relating to a Property			
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
	Legal Services & Practices	Master and apply industry related legal knowledge	110560L3	3

FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Lead subordinates to handle petty cash income and expenses	110567L3	3
	Daily Income & Expenditure	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	110571L3	2
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	52

iii. Property Officer

QF Level	Job Title	Property Officer
4	Job Descriptions	Assisting in the management of property, technical and security practice management, supervising the quality of security and cleaning services, supervising and executing maintenance management works, implementing building improvement and refurbishment plans, executing and supervising procurement and tendering, handling building income and expenditure, accounts and balance sheets, enforcing building regulations and code of practice, arranging property takeover, unit inspection and settlement, performing contractor management and supervision of service quality, performing customer service and complaint management, executing human resources, training and evaluation management, management of documentation, executing the inventory control procedures, taking legal action to recover arrears and assisting in handling legal cases, handling insurance claims and arranging owners meetings, supervising subordinates to deal with emergencies, etc.

*Core Unit

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management &	*Undertake the management of security operation, risk	110412L4	6

	Service	management and planning for improvement		
	Crisis & Emergency Handling	* Manage the crisis and emergency situations	110418L4	3
	Safe Environment	*Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	3
	Control on Cleanliness	*Monitor and improve the conditions of cleanliness and management of risk	110430L4	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Monitor the caring, safety and management of arboriculture and horticulture works	110435L4	6
	Control on Private Road & Carpark	*Monitor and manage the works on private road and carpark control, and improve the conditions	110440L4	3
	Environmental Protection	*Monitor and manage environmental protections works and improve the conditions	110444L4	3
	Management of Outsourcing	*Manage the service contractors and monitor the service quality	110449L4	3
BM	Repair, Maintenance & Improvement of a Property			

	Daily & Periodic Maintenance	Manage the operational repair and maintenance works of the building, building facilities and services	110457L4	6
	Improvement & Enhancement of System & Installation	*Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6
	Purchasing & Outsourcing	*Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	110469L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	*Coordinate with owners, tenants and customers on property management work	110475L4	3
	Records & Reports	*Write management report, monitor the documentation and records	110482L4	3
	Owners' Meeting	*Arrange meetings for owners, tenants and customers	110484L4	6
	Insurance Arrangement & Risk Management	*Handle matters relating to insurance claims	110487L4	3
	Quality Management	*Implement professional quality management and	110491L4	3

		accreditation		
	Shopping Centre, Cultural, Recreational & Community Activities	* Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	110497L4	3
	Pre-management, Takeover & Handover	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	6
	Leasing	Handle lease management matters and liaise with tenants	110507L4	3
	Customer Services & Community Relations	* Manage customer services, media and community relations	110513L4	3
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Manage club house, cultural and recreational facilities	110519L4	3
		Manage the customer relations and activities of club house	110523L4	3
	Shopping Centre, Industrial, Commercial & Other Premises	* Manage the facilities of shopping centre and other premises including commercial and industrial	110529L4	6

		buildings		
	Carpark & Loading Areas	Monitor the use of carpark and loading area	110536L4	3
	Management of Space & Venues	Manage the space and venues	110541L4	3
	Application of Information Technology & Management of Smart Facilities	*Manage the application and update on information technology and manage the smart facilities	110547L4	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	* Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	3
	Contractual Arrangement	*Draft specifications for property management services contract, and execute the contract	110556L4	3
	Legal Services & Practices	*Well-understand and apply industry related ordinances in property management services	110561L4	6
	Licence	*Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	110563L4	3
FN	Finance and Asset Management relating to a Property			

	Daily Income & Expenditure	*Handle financial and leasing income and expenses, and the related statements	110568L4	3
		*Take legal actions against outstanding payments	110572L4	3
	Asset Management & Financial Control	*Handle account statements, balance sheets and carry out asset management	110574L4	6
	Procurement & Tendering	*Execute and monitor on the procurement and tendering matters	110579L4	3
	Inventory Control	Execute the inventory control procedures	110585L4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	* Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	*Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	147

iv. Property Manager

QF Level	Job Title	Property Manager
5	Job Descriptions	Planning building management services include planning security practices, security facilities and safety management plans, coordinating control on cleanliness and risk management, improving the service level of the management team, monitoring the operation and management of building facilities, planning customer service, promotional services and management of owners organisation, planning owners' meetings, handling all legal and mediation cases of the building, formulating financial budgets, arranging audits, planning and management of human resources, formulating plans for the improvement of the building, coordinating the management of space and venues, handling of Licence applications and codes of conduct, etc., and coordinating overall tendering, pre-management and property handover matters, formulating the procedure of quality management and planning on related accreditation scheme, etc.

*Core Unit

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	*Formulate and plan the security operations and improvement on risk and safety management	110413L5	6

	Crisis & Emergency Handling	*Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Safe Environment	*Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6
	Control on Cleanliness	*Plan as a whole on the control on cleanliness and risk management	110431L5	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	*Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works	110436L5	6
	Control on Private Road & Carpark	*Plan as a whole on private road and carpark control, and improvement	110441L5	3
	Environmental Protection	*Plan as a whole the environmental protection works and improve the management	110445L5	3
	Management of Outsourcing	*Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	6
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Plan and manage the repair and maintenance works of the building, building facilities and services	110458L5	6
	Improvement &	*Formulate and pursue feasible	110463L5	6

	Enhancement of System & Installation	plans on improvements and enhancements to building, building facilities and services, and energy efficiency		
	Purchasing & Outsourcing	* Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	110470L5	6
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	*Assist owners or tenants in formation of owners' or tenants' organisation and handle property management work in concerted efforts	110476L5	6
	Owners' Meeting	*Formulate standing orders and chair meetings	110485L5	6
	Insurance Arrangement & Risk Management	* Devise and develop insurance coverage and terms of the policy	110488L5	3
	Quality Management	*Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	6
	Shopping Centre, Cultural, Recreational & Community Activities	*Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	110498L5	6
	Pre-management, Takeover &	*Plan as a whole on the tendering, pre-management,	110503L5	6

	Handover	takeover and handover related matters		
	Leasing	Consolidate trade mix and manage leasing matters	110508L5	6
	Customer Services & Community Relations	* Plan on customer services management, promote community relations management, and relations with owners' organisation	110514L5	6
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	* Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	6
		Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	110524L5	3
	Shopping Centre, Industrial, Commercial & Other Premises	*Undertake asset assessment and facilities management of shopping centre and other premises including commercial and industrial buildings	110530L5	6
	Carpark & Loading Areas	Plan as a whole the control measures of a carpark and a loading area	110537L5	3
	Management of Space & Venues	Plan as a whole on the management of space and venues and set up the rules and procedures	110542L5	3

	Application of Information Technology & Management of Smart Facilities	*Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	110548L5	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	*Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	110554L5	6
	Contractual Arrangement	* Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Legal Services & Practices	*Well-familiar with the property management services related ordinances in order to plan on the management works and procedures	110562L5	6
	Licence	*Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement	110564L5	6
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	*Monitor financial and leasing income and expenses	110569L5	6

		*Plan on the control and procedures on handling outstanding payments	110573L5	3
	Asset Management & Financial Control	*Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
	Procurement & Tendering	*Plan as a whole on the arrangements on procurement and tendering	110580L5	6
	Inventory Control	Plan on the procedures and management of inventory control	110586L5	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	*Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	*Formulate the plan on continuous improvement on the teams' services standard	110597L5	6
	Occupational Health & Safety	*Formulate the standards and guidelines on occupational health and safety	110603L5	6
			Total Credit:	195

v. Chief Property Manager

QF Level	Job Title	Chief Property Manager
6	Job Descriptions	Planning and formulating service policies, including customer relationship management and service promotion policies, financial and asset management policies, safe environment and risk management policies, human resource development policies, building and facilities continuous improvement plans, quality standards, contractor management systems and quality improvement policies, planning overall facilities and value-added services, planning property management service tenders and resource utilization, formulating procurement and tendering procedures, and supervising the overall operation of the property services team, ensuring the effective implementation of policies, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Devise and set up the structure of security services and continuously improve the provision of security services of the company	110414L6	6
	Crisis & Emergency Handling	Devise and continuously improve the crisis management policy	110420L6	6
	Safe Environment	Devise and continuously improve the safe environment policy	110426L6	6
	Environmental Protection	Plan on environmental protection and management policy	110446L6	6

	Management of Outsourcing	Devise the system for management of service contractors, quality enhancement and the management policy	110451L6	6
BM	Repair, Maintenance & Improvement of a Property			
	Improvement & Enhancement of System & Installation	Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities	110459L6	6
	Purchasing & Outsourcing	Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system	110464L6	6
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Represent owners or tenants in external liaison and formulate management strategies	110477L6	6
	Insurance Arrangement & Risk Management	Formulate risk management strategies	110489L6	6
	Quality Management	Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation	110493L6	6
	Shopping Centre, Cultural, Recreational &	Plan as a whole and evaluate on shopping centre, cultural, recreational and community	110499L6	6

	Community Activities	activities and value-added services		
	Pre-management, Takeover & Handover	Master planning on tendering, pre-management, takeover and handover programme, and participate in drafting of the deed of mutual covenants	110504L6	6
	Customer Services & Community Relations	Plan and develop strategies on customer services management, community relations management and promotion of services	110515L6	6
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Devise and develop the customer relations, activities and finance management	PMZZFM 601A	6
	Shopping Centre, Industrial, Commercial & Other Premises	Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110531L6	6
	Application of Information Technology & Management of Smart Facilities	Devise and develop the information technology, the acquisition, update and application of smart facilities	110549L6	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the latest amendments in related legislations and submit views on draft bills	110555L6	6

	Contractual Arrangement	Review the provisions of contracts and legal documents and provide suggestions	110558L6	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management	110576L6	6
	Procurement & Tendering	Devise and formulate procedures on procurement and tendering	110581L6	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Devise and develop the overall human resources	110591L6	6
	Teamwork & Leadership	Devise the direction on team management and leadership	110598L6	6
			Total Credit:	132

vi. Senior Executive

QF Level	Job Title	Senior Executive
7	Job Descriptions	Guiding, developing and implementing the corporate's business development strategies and directions, including market strategy, human assets and development strategy, financial strategy, customer expectation management, corporate governance policy and market positioning, abide by various laws and regulations, sustainable development strategy, planning overall on promoting employee morale and establishing teamwork model, planning and promoting community development and fulfilling social responsibility, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
BM	Repair, Maintenance & Improvement of a Property			
	Improvement & Enhancement of System & Installation	Develop strategically and sustainably the building, building facilities and services, and devise market analysis and benchmarking	110465L7	6
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Strategic planning on the direction of community development and to fulfil obligations to the society	110478L7	6

	Application of Information Technology & Management of Smart Facilities	Develop strategically the quality management system, market analysis and positioning	110494L7	6
	Leasing	Evaluate lease management standard, plan on leasing strategies, market analysis and positioning	110509L6	6
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Develop strategically and sustainably on the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110532L7	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the latest amendments in related legislations and submit views on draft bills	110555L6	6
	Contractual Arrangement	Review the provisions of contracts and legal documents and provide suggestions	110558L6	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Plan on corporate finance and asset management, and carry out risk assessment	110577L7	6
HR	Human Resources Management relating to a			

	Property		
	Human Resources Planning, Recruitment and Training	Develop strategically on the human assets	110592L7 6
	Teamwork & Leadership	Devise the direction on team management and leadership	110598L6 6
			Total Credit: 60

(2) Cleaning Relating to a Property, Positions

i. Cleaner

QF Level	Job Title	Cleaner
1	Job Descriptions	Performing daily cleaning work, including facility and environmental cleaning, collection and disposal of garbage, garbage sorting, knowing the usage of tools and equipment, and assisting in emergency environments and performing duties safely

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Safe Environment	Have knowledge on the safe environment of a property	110421L1	1
	Control on Cleanliness	Carry out basic cleaning, garbage handling and pest control works	110427L1	1
	Crisis & Emergency Handling	Have knowledge on emergency situations	110415L1	2
	Control on Cleanliness	Carry out works on cleanliness, pest control and safety measures	110428L2	1
	Environmental Protection	Carry out environment protection works	110442L2	1
LW	Law in Practice relating to a Property			

	The Government & Legal System	Know about government departments and public services organisations in relation to property management	110550L1	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Complete tasks by cooperation among a team	110593L1	1
	Occupational Health & Safety	Carry out daily duties in a safe manner	110599L1	1
			Total Credit:	9

ii. Senior Cleaner

QF Level	Job Title	Senior Cleaner
2	Job Descriptions	Implementing control on cleanliness work and safety measures in buildings, collecting and disposal of garbage, carrying out garbage sorting, cleaning up for unexpected incidents, carrying out general pest control work, and carrying out works of environment protection, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
	Control on Cleanliness	Carry out works on cleanliness, pest control and safety measures	110428L2	1
	Environmental Protection	Carry out environment protection works	110442L2	1
FM	Finance and Asset Management relating to a Property			
	Management of Space & Venues	Know the rules on use of space and venues	110538L1	1
FN	Finance and Asset Management relating to a Property			
	Inventory Control	Carry out inventory works according to instruction	110582L1	1
HR	Human Resources Management relating to a Property			

	Teamwork & Leadership	Complete tasks by cooperation among a team	110593L1	1
	Occupational Health & Safety	Carry out daily duties in a safe manner	110599L1	1
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	11

iii. Foreman (Cleaning)

QF Level	Job Title	Foreman (Cleaning)
3	Job Descriptions	Supervision of cleaners, senior cleaners, etc. to carry out cleaning work, arrangement of post and deployment, scheduling suitable personnel to serve in different positions, arranging the allocation of cleaning equipment for effective use, supervising employees to correctly perform cleaning and pest control, prevention of infectious disease and safety measures, guiding subordinates to cope with emergency accidents, providing induction training and on-the-job training, guidance for subordinates, training employees, and assisting in the implementation of quality management procedures to ensure that cleaning services meet the quality standards, assisting in Inventory Control procedures, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
	Control on Cleanliness	Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures	110429L3	3

	Environmental Protection	Supervise subordinates to carry out environmental protection works	110443L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	Quality Management	Assist in carry out the procedure of quality assurance and accreditation	110490L3	2
FN	Finance and Asset Management relating to a Property			
	Inventory Control	Verify inventory records and monitor subordinates to carry out procedures on inventory works	110584L3	2
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	18

iv. Cleaning Officer

QF Level	Job Title	Cleaning Officer
4	Job Descriptions	Leading staff to provide services and monitoring the service levels, performing human resource management and evaluating employee performance, performing employee training, quality management, executing the inventory control procedures, procurement, monitoring and improvement, controlling on cleanliness, performing environmental protection and improvement and risk management, emergency management, management of documentation, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
	Control on Cleanliness	Monitor and improve the conditions of cleanliness and management of risk	110430L4	3
	Environmental Protection	Monitor and manage environmental protections works and improve the conditions	110444L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write management report, monitor the	110482L4	3

		documentation and records		
	Quality Management	Implement professional quality management and accreditation	110491L4	3
FN	Finance and Asset Management relating to a Property			
	Procurement & Tendering	Execute and monitor on the procurement and tendering matters	110579L4	3
	Inventory Control	Execute the inventory control procedures	110585L4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	33

(3) Security Relating to a Property, Positions

i. Building / Carpark Attendant

QF Level	Job Title	Building / Carpark Attendant
1	Job Descriptions	Performing basic security duties such as access management, visitor registration, patrolling, crowd control, vehicle access monitoring, checking vehicle permits, charging, car park patrol reporting irregularities, directing traffic, arranging space for vehicle parking, handling emergencies (e.g. impounding vehicle) as directed and keeping records, performing basic property management duties such as daily customer service, reporting on building damage or any irregularities, assisting in dealing with sudden or emergency incidents, assisting in liaison with outsourcing staff to provide services, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Perform basic guarding services for QASRS Refer to "Security Services Industry" UoC 107753L1		
	Crisis & Emergency Handling	Have knowledge on emergency situations	110415L1	2
	Safe Environment	Have knowledge on the safe environment of a property	110421L1	1

	Control on Private Road & Carpark	Carry out daily works on carpark and private road	110437L1	1
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Report damages and irregular conditions of a property and follow up on the works order	110452L1	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Carry out daily frontline property management services for owners, tenants and customers	110472L1	1
	Records & Reports	Know about records and reports	110479L1	1
	Customer Services & Community Relations	Carry out daily customer service duties	110510L1	1
FM	Facility Management relating to a Property			
	Carpark & Loading Areas	Carry out carpark and loading area control measures	110533L1	1
	Management of Space & Venues	Know the rules on use of space and venues	110538L1	1
	Application of Information Technology & Management of Smart Facilities	Know applications on building management and smart facilities	110544L1	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Know about government departments and public services organisations in relation to property management	110550L1	1

FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Carry out daily fee-collection duties as instructed	110565L1	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Complete tasks by cooperation among a team	110593L1	1
	Occupational Health & Safety	Carry out daily duties in a safe manner	110599L1	1
			Total Credit:	16

ii. Senior Building / Carpark Attendant

QF Level	Job Title	Senior Building / Carpark Attendant
2	Job Descriptions	Performing security duties, building and car park management services, including access management, visitor registration, patrolling, crowd control, traffic control, handling customer enquiries or complaints, implementing private road management measures, maintaining open and safe public access, implementing fire and safety measures, and dealing with emergencies / unexpected incidents as directed, or following up on maintenance arrangements, inspecting and monitoring security systems or facilities, liaising with outsourced staff or liaising with government departments/public organisations to deal with property-related matters.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Carry out guarding, inspection and operational works	110410L2	1
	Safe Environment	Carry out the safe environment measures of a property	110422L2	2
	Control on Private Road & Carpark	Carry out works on private road and carpark control	110438L2	1
	Environmental	Carry out environment	110442L2	1

	Protection	protection works		
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Report damages and irregular conditions of a property and follow up on the works order	110452L1	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110495L2	1
	Customer Services & Community Relations	Communicate with customers, carry out duties in customer services and community relations	110511L2	1
FM	Facility Management relating to a Property			
	Application of Information Technology & Management of Smart Facilities	Know applications on building management and smart facilities	110544L1	1
	Carpark & Loading Areas	Handle incidents in carpark and loading area according to	110534L2	1

		particular circumstances		
	Management of Space & Venues	Carry out the rules on use of space and venues	110539L2	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Liaise with relevant government departments and public services organisations in dealing with general property management matters	110551L2	1
	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110559L2	1
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Know the duties of each post, manpower and training arrangement	110587L2	2
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	22

iii. Building Supervisor

QF Level	Job Title	Building Supervisor
3	Job Descriptions	Leading and supervising staff to perform building security and management work, supervising frontline staff to handle customer service work, maintaining customer relationships, supervising outsourcing contractors such as the process of cleaning and maintenance works, leading employees to monitor on security systems/ facilities and assessing risks, supervising subordinates to deal with emergencies, implementing fire and safety measures, controlling private roads, and protecting the environment; organizing subordinates to inspect building facilities, arranging subordinates to take appropriate jobs, making manpower arrangements and job transfers, arranging induction/on-the-job training, and supervising employees to complete their duties. verification of records, reports and follow-up, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties	110411L3	3
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
	Safe Environment	Supervise subordinates to	110423L3	3

		Carry out the safe environment measures of a property		
	Control on Private Road & Carpark	Supervise subordinates to carry out works on private road and carpark control	110439L3	2
	Management of Outsourcing	Supervise the service contractors to carry out the contract and performance pledge	110448L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
FM	Facility Management relating to a Property			
	Application of Information Technology & Management of Smart Facilities	Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2
	Carpark & Loading Areas	Lead subordinates in carrying out carpark and loading area control work	110535L3	2
	Management of Space & Venues	Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues	110540L3	2
LW	Law in Practice relating to a Property			

	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110559L2	1
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	31

iv. Security Officer

QF Level	Job Title	Security Officer
4	Job Descriptions	Managing staff in performing security work and handling emergencies, improving building facilities, performing human resource management and training, managing and evaluating staff performance, leading the teams in the provision of quality services, performing customer service management, complaint management and environmental management, implementing security risk management and improvement plans, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Undertake the management of security operation, risk management and planning for improvement	110412L4	6
	Safe Environment	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	3
	Control on Private Road & Carpark	Monitor and manage the works on private road and carpark control, and improve the conditions	110440L4	3

	Environmental Protection	Monitor and manage environmental protections works and improve the conditions	110444L4	3
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
FM	Facility Management relating to a Property			
	Carpark & Loading Areas	Monitor the use of carpark and loading area	110536L4	3
LW	Law in Practice relating to a Property			
	Legal Services & Practices	Master and apply industry related legal knowledge	110560L3	3
	The Government & Legal System	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality	110596L4	3

		services		
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	42

v. Operations Manager (Security)

QF Level	Job Title	Operations Manager (Security)
5	Job Descriptions	Planning and management of the teams in performing security works, improving the service level of the team continuously, planning the improvement of security system/facilities and safety management, formulating and planning human resource management, staff training and assessment management, planning customer service management, formulating and reviewing emergency response measures, developing and formulating the standards and guidelines on occupational health and safety, formulating and maintaining a proper system and effective measures on the safety of the environment, formulating crisis and risk management measures, formulating financial budget for security, planning overall procurement and tendering matters, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Formulate and plan the security operations and improvement on risk and safety management	110413L5	6
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6

	Safe Environment	Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6
	Control on Private Road & Carpark	Plan as a whole on private road and carpark control, and improvement	110441L5	3
FM	Property Management Services for Owners, Tenants & the Community			
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
	Facility Management relating to a Property			
	Carpark & Loading Areas	Plan as a whole the control measures of a carpark and a loading area	110537L5	3
	Management of Space & Venues	Manage the space and venues	110542L5	3
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Legal Services & Practices	Well-understand and apply industry related ordinances in property management services	110561L4	6
HR	Human Resources Management relating to a Property			

	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	54

(4) Landscape Relating to a Property, Positions

i. Gardener

QF Level	Job Title	Gardener
1	Job Descriptions	Performing basic horticultural works, including planting, watering, fertilizing, pruning, pest control, weed removal, flower grooming, assisting in the cultivation of seedlings, and taking care of the garden, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Safe Environment	Have knowledge on the safe environment of a property	110421L1	1
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Carry out basic planting and cultivation works	110432L1	1
	Crisis & Emergency Handling	Have knowledge on emergency situations	110415L1	2
LW	Law in Practice relating to a Property			
	The Government & Legal System	Know about government departments and public services organisations in relation to property management	110550L1	1
HR	Human Resources Management relating to a Property			
	Teamwork &	Complete tasks by cooperation	110593L1	1

	Leadership	among a team		
	Occupational Health & Safety	Carry out daily duties in a safe manner	110599L1	1
			Total Credit:	7

ii. Senior Gardener

QF Level	Job Title	Senior Gardener
2	Job Descriptions	Performing various horticultural and landscaping tasks, including planting, watering, fertilization, pruning, pest control, structuring/planting of flowers, improving the growth environment and condition of plants, performing various types of tree beautification, conservation, safety and documentation work, cultivating seedlings and taking care of the nursery, assisting in the procurement of tools/materials, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Carry out various planting, cultivation, beautification, safety, conservation and documentary works	110433L2	2
FN	Finance and Asset Management relating to a Property			
	Inventory Control	Handle inventory records and follow up on the inventory works	110583L2	1
HR	Human Resources Management relating to a Property			
	Human	Know the duties of each post,	110587L2	2

	Resources Planning, Recruitment & Training	manpower and training arrangement		
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	10

iii. Foreman (Landscaping)

QF Level	Job Title	Foreman (Landscaping)
3	Job Descriptions	Supervising gardeners in all kinds of horticulture, tree beautification, conservation, safety and documentation works, supervising contractors to perform contract works, deploying personnel for suitable jobs, providing induction or on-the-job training, supervising the teams to complete tasks, supervising flower growth, conservation or procurement of flowers, planning and scheduling various work cycles, supervising employees to deal with unexpected accidents, verifying procurement materials and inventory, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Control on Cleanliness	Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures	110429L3	3
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Supervise subordinates to carry out various arboriculture and horticulture works, beautification, caring, safety and documentary works	110434L3	3
	Management of	Supervise the service	110448L3	2

	Outsourcing	contractors to carry out the contract and performance pledge		
OS	Property Management Services for Owners, Tenants & the Community			
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	19

iv. Landscape Officer

QF Level	Job Title	Landscape Officer
4	Job Descriptions	Managing various horticultural works, performing landscaping management, tree conservation and safety management, assisting in improving garden management, performing and supervising procurement and inventory control, performing risk assessment, safe environment and health management at workplace, performing human resource management, staff training and evaluation, performing quality management, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Monitor the caring, safety and management of arboriculture and horticulture works	110435L4	6
OS	Property Management Services for Owners, Tenants & the Community			
	Quality Management	Implement professional quality management and accreditation	110491L4	3
FN	Finance and Asset Management relating to a Property			
	Daily Income &	Handle financial and leasing	110568L4	3

	Expenditure	income and expenses, and the related statements		
	Procurement & Tendering	Execute and monitor on the procurement and tendering matters	110579L4	3
	Inventory Control	Execute the inventory control procedures	110585L4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment & Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	33

(5) Technical/Maintenance Relating to a Property, Positions

i. Artisan

QF Level	Job Title	Artisan
1	Job Descriptions	Following up on daily maintenance work orders, cooperate with contractors for maintenance, repair or construction according to instructions, assisting in handling emergencies as instructed, reporting damage or irregularities, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Have knowledge on emergency situations	110415L1	2
	Safe Environment	Have knowledge on the safe environment of a property	110421L1	1
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Report damages and irregular conditions of a property and follow up on the works order	110452L1	2
	Purchasing & Outsourcing	Support contractors in carrying out repair, maintenance and construction works according to instructions	110466L1	1
FN	Finance and Asset Management relating to a Property			
	Inventory Control	Carry out inventory works	110582L1	1

		according to instruction		
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Complete tasks by cooperation among a team	110593L1	1
	Occupational Health & Safety	Carry out daily duties in a safe manner	110599L1	1
			Total Credit:	9

ii. Technician

QF Level	Job Title	Technician
2	Job Descriptions	Performing general repair and maintenance works for water and electricity, carpentry, ironmongery and concrete works/facilities, assisting in handling emergencies, procuring materials as instructed, collecting basic information on buildings and building services, write reports / records / tools or material inventory, supporting contractors in carrying out maintenance, repair or construction works, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
	Safe Environment	Carry out the safe environment measures of a property	110422L2	2
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Carry out general repair and maintenance works	110453L2	2
	Daily & Periodic Maintenance	Carry out general carpentry and ironmongery repair and maintenance works	110454L2	2
	Daily & Periodic Maintenance	Carry out general concrete repair and maintenance works	110455L2	2
	Improvement & Enhancement of System &	Collect basic information on improvement and enhancement items on building, building	110460L2	2

	Installation	facilities and services		
	Purchasing & Outsourcing	Purchase materials and support the process of repair, maintenance and construction works by contractors according to instructions	110467L2	2
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	1
FN	Finance and Asset Management relating to a Property			
	Inventory Control	Handle inventory records and follow up on the inventory works	110583L2	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	19

iii. Technical Foreman

QF Level	Job Title	Technical Foreman
3	Job Descriptions	Supervising subordinates to perform general repair and maintenance duties, organizing and inspecting the repair and maintenance of buildings (including carpentry and ironmongery and others), supervising the repair and maintenance works carried out by contractors, leading subordinates to implement safety measures, scheduling the duty rosters of staff, allocating manpower, deploying suitable staff to perform appropriate jobs, checking and accepting procured materials, supervising the procurement process, the contractors' construction process and quality, verifying records, reports and following-up, supervising subordinates to deal with emergency incidents, and training subordinates in relevant technical knowledge and skills, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
	Safe Environment	Supervise subordinates to Carry out the safe environment measures of a property	110423L3	3
BM	Repair, Maintenance & Improvement of a Property			
	Purchasing & Outsourcing	Purchase materials and support the process of repair, maintenance and construction	110467L2	2

		works by contractors according to instructions		
	Daily & Periodic Maintenance	Organize and check the repair and maintenance works of the building, building facilities and services	110456L3	3
	Improvement & Enhancement of System & Installation	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	110461L3	3
	Purchasing & Outsourcing	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	110468L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Verify and follow up on the records and reports	110481L3	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	23

iv. Technical Officer / Maintenance Officer

QF Level	Job Title	Technical Officer / Maintenance Officer
4	Job Descriptions	Leading subordinates to provide quality services such as site management and inspection, management of the construction and quality of outsourced contractors, implementation of maintenance of buildings, building services and facilities, execution of procurement and tendering works, implementation of emergency management, implementation of buildings, building services and facilities improvement plans and works, implementation of building efficiency improvement plans, execution of the inventory control procedures, safe environment and health management at workplace, liaising various departments or contractors for building handover works, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
	Safe Environment	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	3
BM	Repair, Maintenance & Improvement of a Property			
	Purchasing & Outsourcing	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and	110468L3	2

		construction works of contractors		
	Daily & Periodic Maintenance	Manage the operational repair and maintenance works of the building, building facilities and services	110457L4	6
	Improvement & Enhancement of System & Installation	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6
	Purchasing & Outsourcing	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	110469L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Pre-management, Takeover & Handover	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	110501L3	3
FM	Facility Management relating to a Property			
	Application of Information Technology & Management of Smart Facilities	Manage the application and update on information technology and manage the smart facilities	110547L4	6
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Draft specifications for property management services	110556L4	3

		contract, and execute the contract		
FN	Finance and Asset Management relating to a Property			
	Procurement & Tendering	Verify general procedures and documents on procurement	110578L 3	3
	Inventory Control	Execute the inventory control procedures	110585L 4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	53

v. Technical Manager/ Maintenance Manager

QF Level	Job Title	Technical Manager/ Maintenance Manager
5	Job Descriptions	Leading the technical and maintenance teams in planning and managing the maintenance and repair of all facilities in the building, formulating and implementing effective maintenance and repair plans align with the requirements and updates of legislations, formulating and implementing the improvement and refurbishment plan of building services and facilities, formulating the plan for upgrading and improving the efficiency of the building, planning as a whole on the arrangements on procurement and tendering, managing procurement procedures including evaluation of tenders or proposals, managing outsourced projects and implement quality management, formulating financial budgets, planning human resources and training programs, planning and promoting occupational health and safety standards and guidelines, and planning and promoting the continuous improvement of service levels of the technical teams, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Safe Environment	Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6

BM	Repair, Maintenance & Improvement of a Property				
	Daily & Periodic Maintenance	Plan and manage the repair and maintenance works of the building, building facilities and services	110458L5	6	
	Improvement & Enhancement of System & Installation	Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency	110463L5	6	
	Purchasing & Outsourcing	Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	110470L5	6	
OS	Property Management Services for Owners, Tenants & the Community				
	Quality Management	Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	6	
	Pre-management, Takeover & Handover	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	6	
FM	Facility Management relating to a Property				
	Application of Information Technology & Management of	Plan on the application, update, and technicality of information technology and smart facilities management, and put forward	110548L5	6	

	Smart Facilities	the most advance technology		
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
	Procurement & Tendering	Execute and monitor on the procurement and tendering matters	110579L4	3
	Procurement & Tendering	Plan as a whole on the arrangements on procurement and tendering	110580L5	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Formulate the standards and guidelines on occupational health and safety	110603L5	6
			Total Credit:	84

vi. Chief Technical / Maintenance Manager

QF Level	Job Title	Chief Technical / Maintenance Manager
6	Job Descriptions	Continuous development of technical management for the maintenance and repair of building services and facilities, formulating contractual terms for various maintenance and repair works, approving financial budgets, income and expenditures, and asset management policies, devising the direction on team management and leadership, human resources development policy, formulating and planning as a whole the continuously improvements and enhancements of the building, building services and facilities, planning in overall on maintenance and repair management system, improving purchasing and outsourcing assessment and quality management systems, collaborating with project consultants, project contractors and building contractors to continuously improve the quality of works, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Safe Environment	Devise and continuously improve the safe environment policy	110426L6	6
	Environmental Protection	Plan on environmental protection and management policy	110446L6	6
BM	Repair, Maintenance & Improvement of a Property			
		Plan on the technicality of the	110459L6	6

	Daily & Periodic Maintenance	repair and maintenance of the building, building facilities and services		
	Improvement & Enhancement of System & Installation	Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities	110464L6	6
	Purchasing & Outsourcing	Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system	110471L6	6
OS	Property Management Services for Owners, Tenants & the Community			
	Pre-management, Takeover & Handover	Plan as a whole on the tendering, pre-management, takeover and handover related matters	110503L5	6
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Review the provisions of contracts and legal documents and provide suggestions	110558L6	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management	110576L6	6
	Procurement &	Devise and formulate	110581L6	6

	Tendering	procedures on procurement and tendering		
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Occupational Health & Safety	Formulate the standards and guidelines on occupational health and safety	110603L5	6
			Total Credit:	66

(6) Club House, Positions

i. Club House Assistant

QF Level	Job Title	Club House Assistant
2	Job Descriptions	Delivery of customer service, handling enquiries and complaints, enforcing club house rules and regulations, handling daily income, inspect club house facilities, carry out club house recreational activities and club house services, supervising the execution of daily works by staff of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
	Management of Outsourcing	Check and follow up on the service procedures and conditions of the service contractors	110447L2	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Records & Reports	Write incident report, keep record of management matters, dispatch and	110480L2	1

		collect documents and maintain proper filing		
	Shopping Centre, Cultural, Recreational & Community Activities	Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions	110495L2	1
	Customer Services & Community Relations	Communicate with customers, carry out duties in customer services and community relations	110511L2	1
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Know about club house, cultural and recreational facility	110516L1	1
	Club House, Cultural & Recreational facilities	Inspect club house, cultural and recreational facility	110517L2	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Liaise with relevant government departments and public services organisations in dealing with general property management matters	110551L2	1
FN	Finance and Asset Management relating to a Property			
	Daily Income &	Handle petty cash income	110566L2	2

	Expenditure	and expenses according to instructions		
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment & Training	Know the duties of each post, manpower and training arrangement	110587L2	2
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	19

ii. Senior Club House Assistant

QF Level	Job Title	Senior Club House Assistant
3	Job Descriptions	Leading subordinates in handling customer services of the club house, including providing customer service, handling enquiries and complaints, enforcing the club house rules and regulations, handling daily income, etc., organizing activities, monitoring club house facilities and activities, leading subordinates to follow up on club house payment in-arrears, verifying reports and records, supervising the use of space and club house, supervising subordinates to enforce the rules of venues, supervising the work procedures and quality of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Management Services & Communication	Supervise and arrange frontline management services for owners, tenants and customers	110474L3	2
	Records & Reports	Verify and follow up on the	110481L3	3

		records and reports		
	Shopping Centre, Cultural, Recreational & Community Activities	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities	110496L3	2
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Monitor the usage and set-up of club house, cultural and recreational facilities	110518L3	2
	Club House, Cultural & Recreational facilities	Carry out liaison duties with customers, hold activities and enforce the rules of club house	110522L3	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle petty cash income and expenses according to	110566L2	2

		instructions		
	Daily Income & Expenditure	Lead subordinates to handle petty cash income and expenses	110567L3	3
	Daily Income & Expenditure	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	110571L3	2
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	32

iii. Club House Officer

QF Level	Job Title	Club House Officer
4	Job Descriptions	Leading the Club house teams to provide quality club house services, managing and promoting club house cultural and recreational activities, managing the use of club house facilities, spaces and venues, including usage, wear and tear, improvement, renewal, managing club house customer relations, monitoring and managing control on cleanliness, performing safe environment and health management at workplace, processing club finance and related statements, executing and supervising procurement procedures, performing inventory Control, supervising the service quality of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
	Management of Outsourcing	Manage the service contractors and monitor the service quality	110449L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Coordinate with owners, tenants and customers on property management work	110475L4	3
	Shopping Centre,	Master the skills in	110497L4	3

	Cultural, Recreational & Community Activities	organizing and promoting shopping centre, cultural, recreational and community activities		
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Manage club house, cultural and recreational facilities	110519L4	3
	Club House, Cultural & Recreational facilities	Manage the customer relations and activities of club house	110523L4	3
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle financial and leasing income and expenses, and the related statements	110568L4	3
	Asset Management & Financial Control	Handle account statements, balance sheets and carry out asset	110574L4	6

		management		
	Procurement & Tendering	Execute and monitor on the procurement and tendering matters	110579L4	3
	Inventory Control	Execute the inventory control procedures	110585L4	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	51

iv. Club House Manager

QF Level	Job Title	Club House Manager
5	Job Descriptions	Formulating the financial budget of the club house, planning to update and enhance the facilities of the clubhouse and make continuous improvements, formulating the club house codes of conduct, planning as a whole on the management of the club house's customer relationship, planning the club house's human resources and training, staff performance evaluation plan, planning the outsourcing contract, quality assessment and management plan, planning as a whole on tendering and procurement, and supervising the application and quality standards of various Licenses, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Management of Outsourcing	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	6
BM	Repair, Maintenance & Improvement of a Property			
	Improvement & Enhancement of System & Installation	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6

OS	Property Management Services for Owners, Tenants & the Community			
	Insurance Arrangement & Risk Management	Devise and develop insurance coverage and terms of the policy	110488L5	3
	Quality Management	Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	6
	Shopping Centre, Cultural, Recreational & Community Activities	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	110498L5	6
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	6
		Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	110524L5	3
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of	110557L5	6

		contract		
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Monitor financial and leasing income and expenses	110569L5	6
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
	Procurement & Tendering	Plan as a whole on the arrangements on procurement and tendering	110580L5	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	Formulate the plan on continuous improvement on the teams' services standard	110597L5	3
	Occupational Health & Safety	Formulate the standards and guidelines on occupational health and safety	110603L5	6
			Total Credit:	84

(7) Tenancy Management, Positions

i. Tenancy Administration Assistant

QF Level	Job Title	Tenancy Administration Assistant
3	Job Descriptions	Supervising the subordinates in handling of tenancy matters and leases, the implementation of the terms of the lease, the handling of the inspection of the property and the handover procedures, the leading of the subordinates to carry out the procedures of income and expenditure and the collection of arrears, maintaining communication with customers, handling customer enquiries, assisting in collating customer information, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	1
	Pre-management, Takeover & Handover	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2
	Leasing	Carry out lease management matters and enforce lease terms	110505L2	2

	Management Services & Communication	Supervise and arrange frontline management services for owners, tenants and customers	110474L3	2
	Records & Reports	Verify and follow up on the records and reports	110481L3	3
	Pre-management, Takeover & Handover	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	110501L3	3
	Leasing	Lead subordinates in handling lease management matters and enforcement of lease terms	110506L3	3
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
LW	Law in Practice relating to a Property			
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
	Daily Income &	Lead subordinates to handle	110567L3	3

	Expenditure	petty cash income and expenses		
	Daily Income & Expenditure	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	110571L3	2
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
			Total Credit:	30

ii. Tenancy Administration Officer

QF Level	Job Title	Tenancy Administration Officer
4	工作描述 Job Descriptions	Handling leasing management and customer complaints, liaisons with tenants and agents, performing customer services and customer relationships management, arranging building or unit inspections, takeover, handover, following-up and management of unit restoration works, handling financial and leasing related statutory financial statements, and implementing customer data management, collecting market information and assisting in marketing works, arrangement of rental value assessments, conduct property risk and customer risk assessments, and leading subordinates to provide quality services, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Verify and follow up on the records and reports	110481L3	3
	Management Services & Communication	Coordinate with owners, tenants and customers on property management work	110475L4	3
	Insurance	Handle matters relating to	110487L4	3

	Arrangement & Risk Management	insurance claims		
	Pre-management, Takeover & Handover	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	6
	Leasing	Handle lease management matters and liaise with tenants	110507L4	3
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	3
	Contractual Arrangement	Draft specifications for property management services contract, and execute the contract	110556L4	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle financial and leasing income and expenses, and the related statements	110568L4	3
	Daily Income & Expenditure	Take legal actions against outstanding payments	110572L4	3

	Asset Management & Financial Control	Handle account statements, balance sheets and carry out asset management	110574L4	6
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
			Total Credit:	45

iii. Tenancy Administration Manager

QF Level	Job Title	Tenancy Administration Manager
5	Job Descriptions	Planning on the control and procedures on handling outstanding payments, planning human resource management and assessment plans, planning to improve team service levels, performing market information analysis, planning customer services and promotion, planning as a whole on customer relationship management, planning rental value and tenant risk management, and making recommendations for property improvements and refurbishments, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write management report, monitor the documentation and records	110482L4	3
	Pre-management, Takeover & Handover	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	6

	Pre-management, Takeover & Handover	Plan as a whole on the tendering, pre-management, takeover and handover related matters	110503L5	6
	Leasing	Consolidate trade mix and manage leasing matters	110508L5	6
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
LW	Law in Practice relating to a Property			
	The Government & Legal System	Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	110554L5	6
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Licence	Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	110563L4	3
	Licence	Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the	110564L5	6

		enforcement		
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Monitor financial and leasing income and expenses	110575L5	6
	Daily Income & Expenditure	Plan on the control and procedures on handling outstanding payments	110573L5	3
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110590L5	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	Formulate the plan on continuous improvement on the teams' services standard	110597L5	3
			Total Credit:	75

(8) Facility Management Relating to a Property, Positions (New)

i. Customer Service Assistant (Facilities Management) (New)

QF Level	Job Title	Customer Service Assistant
2	Job Descriptions	Providing basic property services, customer service, basic processing of documents, etc., receiving customers and handling daily enquiries, assisting in handling petty cash, handling emergencies according to instructions, inspecting facilities, enforcing rules of venues, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	1
	Shopping Centre, Cultural, Recreational & Community	Carry out preparatory work and provide services on shopping centre, cultural, recreational and community	110495L2	1

	Activities	activities according to instructions		
	Pre-management, Takeover & Handover	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2
	Customer Services & Community Relations	Communicate with customers, carry out duties in customer services and community relations	110511L2	1
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect facilities of shopping centres and other premises including industrial and commercial buildings	110527L2	2
	Management of Space & Venues	Carry out the rules on use of space and venues	110539L2	1
	Application of Information Technology & Management of Smart Facilities	Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2
LW	Law in Practice relating to a Property			
	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110551L2	1
FN	Finance and Asset Management relating to a Property			
	Daily Income &	Handle petty cash income	110566L2	2

	Expenditure	and expenses according to instructions		
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	20

ii. Facility Supervisor (New)

QF Level	Job Title	Facility Supervisor
3	Job Descriptions	Inspecting the operations, assembly and use of facilities, inspecting the cleanliness, security, repair and maintenance conditions of facilities in the property, verifying the use of space and venues, leading subordinates to enforce the rules, supervising subordinates to handle customers management, supervising outsourced services contractors to enforce contracts and performance pledges, verifying general procurement procedures and inventory records, supervising subordinates to perform facility relocation procedures and arrangements, verifying documentary records and reports, and implementing quality management procedures and accreditations, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties	110411L3	3
	Control on Private Road & Carpark	Supervise subordinates to carry out works on private road and carpark control	110439L3	2
	Environmental Protection	Supervise subordinates to carry out environmental	110443L3	2

		protection works		
	Management of Outsourcing	Supervise the service contractors to carry out the contract and performance pledge	110448L3	2
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Organize and check the repair and maintenance works of the building, building facilities and services	110456L3	3
	Improvement & Enhancement of System & Installation	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	110461L3	3
OS	Property Management Services for Owners, Tenants & the Community			
	Insurance Arrangement & Risk Management	Collect data for insurance claims	110486L3	2
	Quality Management	Assist in carry out the procedure of quality assurance and accreditation	110490L3	2
	Customer Services & Community	Lead subordinates to communicate with	110512L3	2

	Relations	customers and carry out duties in customer services and community relations		
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings	110528L3	3
	Carpark & Loading Areas	Lead subordinates in carrying out carpark and loading area control work	110535L3	2
	Management of Space & Venues	Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues	110540L3	2
	Application of Information Technology & Management of Smart Facilities	Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities	110546L3	3
LW	Law in Practice relating to a Property			
	Legal Services & Practices	Master and apply industry related legal knowledge	110560L3	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Lead subordinates to handle petty cash income and expenses	110567L3	3

HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment & Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	44

iii. Facility Officer (New)

QF Level	Job Title	Facility Office
4	Job Descriptions	Performing management of the facilities in all types of premises, performing the construction and quality management of outsourcing contractors, implementing the facility improvement and refurbishment plans, executing the security risk management and safety plan, executing the management of space and venues, monitoring and evaluating the use of space and venues, managing facilities reports, records and documents, arrangement of pre-management works, processing financial receipts and expenditures, accounts, performing arrangements for asset management, executing the inventory control procedures, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Undertake the management of security operation, risk management and planning for improvement	110412L4	6
	Safe Environment	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	3
	Control on Private Road & Carpark	Monitor and manage the works on private road and	110440L4	3

		carpark control, and improve the conditions		
	Environmental Protection	Monitor and manage environmental protections works and improve the conditions	110444L4	3
	Management of Outsourcing	Manage the service contractors and monitor the service quality	110449L4	3
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Manage the operational repair and maintenance works of the building, building facilities and services	110457L4	6
	Improvement & Enhancement of System & Installation	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6
	Purchasing & Outsourcing	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	110469L4	3
OS	Property Management Services for Owners, Tenants & the Community			
	Customer Services	Manage customer services,	110513L4	3

	& Community Relations	media and community relations		
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Manage the facilities of shopping centre and other premises including commercial and industrial buildings	110529L4	6
	Carpark & Loading Areas	Monitor the use of carpark and loading area	110536L4	3
	Management of Space & Venues	Manage the space and venues	110541L4	3
	Application of Information Technology & Management of Smart Facilities	Manage the application and update on information technology and manage the smart facilities	110547L4	6
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle financial and leasing income and expenses, and the related statements	110568L4	3
	Asset Management & Financial Control	Handle account statements, balance sheets and carry out asset management	110574L4	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment & Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6

	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	78

iv. Facility Manager (New)

QF Level	Job Title	Facility Manager
5	Job Descriptions	Developing and planning as a whole on facilities management and asset calculations, planning and supervising refurbishments of facilities, planning as a whole on facility upgrading and improvement, planning outsourcing contracts, quality management, organisational health and safety standards and guidelines, developing energy efficiency improvement plans, planning as a whole on management of space and venues, human resource management and training programs, improving team service levels continuously, formulating budgets, monitoring financial incomes and expenditures, planning assets management, procurement and tendering procedures, inventory control, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Safe Environment	Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6

	Management of Outsourcing	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	6
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Plan and manage the repair and maintenance works of the building, building facilities and services	110458L5	6
	Improvement & Enhancement of System & Installation	Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency	110463L5	6
	Purchasing & Outsourcing	Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	110470L5	6
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	6
	Shopping Centre, Industrial, Commercial &	Undertake asset assessment and facilities management of shopping centre and other	110530L5	6

	Other Premises	premises including commercial and industrial buildings		
	Management of Space & Venues	Plan as a whole on the management of space and venues and set up the rules and procedures	110542L5	3
	Application of Information Technology & Management of Smart Facilities	Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	110548L5	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Formulate the plan on continuous improvement on the teams' services standard	110597L5	6
			Total Credit:	69

v. Chief Facility Manager (New)

QF Level	Job Title	Chief Facility Manager
6	Descriptions	Planning and defining team management policies, planning continuous improvement of facilities and refurbishment projects, planning overall and continuous improvement of safe environment policies, promoting sustainable development strategies and energy efficiency strategies, planning as a whole on market analysis and benchmarking, formulating risk management policies, planning quality management standards, formulating property space allocation strategies, planning tendering and pre-management arrangements, contractors management systems and quality management policies, approving financial expenditures and budgets, establishing asset management policies, defining human resource development strategies, planning and promoting customer relationship management, planning and develop procurement and tendering procedures, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Devise and continuously improve the crisis management policy	110420L6	6
	Safe Environment	Devise and continuously improve the safe environment policy	110426L6	6

	Management of Outsourcing	Devise the system for management of service contractors, quality enhancement and the management policy	110451L6	6
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Plan on the technicality of the repair and maintenance of the building, building facilities and services	110459L6	6
	Improvement & Enhancement of System & Installation	Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities	110464L6	6
OS	Property Management Services for Owners, Tenants & the Community			
	Quality Management	Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation	110493L6	6
FM	Facility Management relating to a Property			
	Shopping Centre, Industrial, Commercial & Other Premises	Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110531L6	6
	Management of Space & Venues	Devise and develop the use of space and venues	110543L6	6

	Application of Information Technology & Management of Smart Facilities	Devise and develop the information technology, the acquisition, update and application of smart facilities	110549L6	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the latest amendments in related legislations and submit views on draft bills	110555L6	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management	110576L6	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Devise and develop the overall human resources	110591L6	6
	Teamwork & Leadership	Devise the direction on team management and leadership	110603L5	6
			Total Credit:	78

B. Reference Table for the Vocational Qualifications Pathway and the Corresponding Titles

(1) Property Services

QF Level	Property Services	Corresponding Titles in the Industry
Level 7	Senior Executive	Director / Managing Director / Chief Executive Officer
Level 6	Chief Property Manager	Assistant Chief Property Manager / Regional Manager
Level 5	Property Manager	Senior Property Manager / Area Manager / Assistant Property Manager / Deputy Property Manager
Level 4	Property Officer	Senior Property Officer / Assistant Property Officer
Level 3	Property Service Assistant	Senior Property Service Assistant / Customer Service Officer / Customer Relations Officer
Level 2	Customer Service Assistant	Concierge / Senior Customer Service Assistant / Senior Concierge / Senior Customer Ambassador / Customer Ambassador
Level 1	/	

(2) Property Cleaning

QF Level	Property Cleaning	Corresponding Titles in the Industry
Level 7	/	
Level 6	/	
Level 5	/	
Level 4	Cleaning Officer	Site Manager / Senior Cleaning Officer / Operation Officer / Officer (Cleaning)
Level 3	Foreman (Cleaning)	Senior Foreman (Cleaning) / Cleaning Supervisor / Site Supervisor
Level 2	Senior Cleaner	
Level 1	Cleaner	

(3) Property Security

QF Level	Property Security	Corresponding Titles in the Industry
Level 7	/	
Level 6	/	
Level 5	Operations Manager (Security)	Building Security Manager / Assistant Operations Manager (Security) / Assistant Building Security Manager
Level 4	Security Officer	Senior Security Officer / Assistant Security Officer / Chief Building Supervisor
Level 3	Building Supervisor	Senior Building Supervisor / Assistant Building Supervisor
Level 2	Senior Building / Carpark Attendant	Senior Building/Carpark Security Guard / Senior Security Guard / Carpark Assistant
Level 1	Building / Carpark Attendant	Building/Carpark Security Guard / Building/Carpark Security Assistant

(4) Property Landscaping

QF Level	Property Landscaping	Corresponding Titles in the Industry
Level 7	/	
Level 6	/	
Level 5	/	
Level 4	Landscape Officer	Senior Landscape Officer / Senior Landscape Supervisor / Landscape Supervisor / Assistant Landscape Officer / Assistant Landscape Supervisor
Level 3	Foreman (Landscaping)	Senior Landscape Foreman / Senior Landscape Caretaker / Landscape Supervisor / Assistant Landscape Foreman / Assistant Landscape Supervisor
Level 2	Senior Gardener	Senior Landscape Caretaker
Level 1	Gardener	Landscape Assistant / Assistant Gardener

(5) Property Technical / Maintenance

QF Level	Property Technical / Maintenance	Corresponding Titles in the Industry
Level 7	/	
Level 6	Chief Technical / Maintenance Manager	Senior Technical/Maintenance Manager / Senior Engineering Manager
Level 5	Technical Manager/ Maintenance Manager	Engineering Manager / Assistant Technical Manager / Assistant Maintenance Manager / Assistant Engineering Manger
Level 4	Technical Officer/ Maintenance Officer	Senior Technical Officer / Senior Maintenance Officer / Assistant Technical Officer / Assistant Maintenance Officer / Senior Engineer / Engineer / Assistant Engineer / Engineer Trainee
Level 3	Technical Foreman	Senior Technical Foreman / Senior Technical Supervisor / Senior Engineering Supervisor / Technical Supervisor / Engineering Supervisor / Assistant Technical Foreman / Assistant Technical Supervisor / Assistant Engineer Supervisor
Level 2	Technician	Senior Technician / Senior Artisan
Level 1	Artisan	Assistant Artisan / Assistant Technician / Technical Apprentice / Artisan Apprentice

(6) Club House

QF Level	Club House	Corresponding Titles in the Industry
Level 7	/	
Level 6	/	
Level 5	Club House Manager	Recreation Manager / Assistant Club House Manager
Level 4	Club House Officer	Senior Club House Officer / Senior Recreation Officer / Assistant Club House Officer / Assistant Recreation Officer / Assistant Activities Officer
Level 3	Senior Club House Assistant	Senior Recreation Assistant / Senior Activities Assistant / Senior Club House Ambassador
Level 2	Club House Assistant	Recreation Assistant / Activities Assistant / Club House Ambassador
Level 1	/	

(7) Tenancy Management

QF Level	Tenancy Management	Corresponding Titles in the Industry
Level 7	/	
Level 6	/	
Level 5	Tenancy Administration Manager	Assistant Tenancy Administration Manager
Level 4	Tenancy Administration Officer	Senior Tenancy Administration Officer / Assistant Tenancy Administration Officer
Level 3	Tenancy Administration Assistant	Senior Tenancy Administration Assistant
Level 2	/	
Level 1	/	

(8) Management of Ancillary Facilities in a Property

QF Level	Management of Ancillary Facilities in a Property	Corresponding Titles in the Industry
Level 7	/	
Level 6	Chief Facility Manager	Senior Facility Manager / Area Facility Manager
Level 5	Facility Manager	Assistant Facility Manager
Level 4	Facility Officer	Senior Facility Officer / Assistant Facility Officer
Level 3	Facility Supervisor	Senior Facility Supervisor / Assistant Facility Supervisor
Level 2	Customer Service Assistant (Facilities Management)	Concierge
Level 1	/	

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