

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

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	