

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

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	