

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

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	