

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

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	