

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

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	