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

Functional Area - Management of the Environment of a Property

Title	Devise the system for management of service contractors, quality enhancement and the management policy
Code	110451L6
Range	Works for management of outsourcing in properties, applicable to planning on contractor management systems, quality improvement and management policies
Level	6
Credit	6
Competency	Performance Requirements 1. Integrate systems of contractor management • Integrate the systems of contractor management and policies of quality improvement 2. Plan the management systems and policies • Be able to plan and implement the contractor management system, including the requirements and procedures for approval of listed contractors, contractors' communication and reporting procedures, procedures of supervision, inspection and follow-up of contractor's services, mechanism of rewards and penalties, etc. • Be able to maintain cooperation and close contact with contractors or organisation of contractors, evaluate the latest market trends, and then introduce the latest or best service delivery methods or standards • Be able to plan the contractor quality assessment system, including setting quality standards and levels, regulating the quality and reporting methods, assessment methods, the measurement indicators or scoring standards, etc., and be able to assess the service level and quality of contractors objectively and effectively • Be able to introduce ways to improve the service quality of contractors and enhance service quality continuously
Assessment Criteria	The integral outcome requirements of this UoC are: • Be able to Integrate the systems of contractor management and policies of quality improvement; • Be able to plan and implement the contractor management system and quality assessment system to manage and assess the service quality and level of contractors effectively, and introduce methods for improvement to improve service quality continuously.
Remark	