

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

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Know about records and reports
Code	110479L1
Range	Reports and records of property management services, applicable to handling of correspondence documents and archiving that related to matters of owners/tenants' management
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. know the types of records and reports in property management</p> <ul style="list-style-type: none"> <li>• Know the types, purposes and records of documentation related to the job position</li> <li>• Know the general application procedures and classification of documents</li> </ul> <p>2. Handle general records and reports</p> <ul style="list-style-type: none"> <li>• Be able to dispatch and collect documents or reports as directed</li> <li>• Be able to classify and archive documents, reports, and records (including electronic files) as instructed</li> <li>• Be able to update records as instructed, e. g. residents' correspondence, staff organisation chart of management office, emergency contact list of contractors, etc.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be able to know the types, purposes and records of documentation related to the position, and know the general application procedures; and</li> <li>• Be able to dispatch and collect documents or reports as instructed, classify and archive, and update records accurately related to residents and property management issues as instructed.</li> </ul>
Remark	