

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

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

Title	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing
Code	110480L2
Range	Reports and records of property management services, applicable to writing general correspondence, documents and records related to the management matters of owners/tenants, and archiving systematically according to the categories
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the documentation of management matters and the archiving methods</p> <ul style="list-style-type: none"> • Understand the categories of documents, archiving system, archiving periods, confidential data processing, and archiving methods • Understand the terminology and format for writing general correspondence on management matters <p>2. Carry out dispatch, collect and archive of documents</p> <ul style="list-style-type: none"> • Be able to handle documentation and arrange for the dispatch of notices and documents • Be able to classify documents, reports and records and assign serial number (including electronic files) accurately according to the filing system • Be able to collect documents or reports required for management affairs on a regular basis, such as unit renovation records, environmental recycling records, etc., and report them to superiors • Be able to arrange the archiving and printing of documents properly, and be able to access relevant files immediately according to the instructions of superiors <p>3. Write general correspondences and record of incident</p> <ul style="list-style-type: none"> • Be able to write record of incident, such as writing event log sheet • Be able to handle general documents or other applications such as resident cards, renovation permits, applications for renovation, applications for removal, etc., to ensure that applicants submit sufficient and correct documents • Be able to draft or write general correspondence and notices, such as notice of suspension of water or electricity supply, notice of suspension of building services, reply to general enquiries, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the processing and archiving of general documents, and be able to understand the terminology and format of writing general correspondence on management matters; • Be able to dispatch and collect documents for management matters systematically according to procedures and filing system, be able to classify and archive documents under suitable categories according to the content, and be able to write the record of incident, assign serial number and archive for easy access; and • Be able to process applications by owners/residents in an accurate and timely manner, and be able to draft or write general correspondence and notices.
Remark	