

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

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

Title	Formulate standing orders and chair meetings
Code	110485L5
Range	Meetings of owners/tenants or customers, applicable to formulating meeting procedures, setting date of meetings, assisting in presiding over meetings to reach consensus and resolutions, etc.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in law and regulations of meetings</p> <ul style="list-style-type: none"> • Proficient in legal provisions and codes of practice regarding meeting of owners, tenants and customers • Proficient in the skills of presiding over meetings and negotiations <p>2. Formulate meeting orders and procedures</p> <ul style="list-style-type: none"> • Be able to formulate the meeting orders and procedures of various owners/tenants or customers' meeting (including general meeting of owners and owners committee meetings) in accordance with the relevant legislation and code of practice, and implement them effectively with the consent of the owners corporation or client • Be able to amend meeting orders and procedures in accordance with changes in legislation or decisions of owners corporation or clients, and effectively communicate relevant information to various owners, tenants or customers <p>3. Prepare and preside over meeting</p> <ul style="list-style-type: none"> • Be able to prepare and arrange meetings properly in accordance with the regulations and procedural requirements of various meetings • Be able to properly arrange the agenda and items to be discussed according to actual needs and priorities, and provide sufficient information to the owners/tenants/ clients/committee members so that participants can make decisions effectively • Be able to assist the Chairman in presiding over the meeting effectively, so that the owners and members should have sufficient communication and discussion, be able to use negotiation skills to assist the owners/tenants/ clients/committee members to make full discussions on the management of the property • Be able to use time management skills to manage the time of meetings effectively, so as to ensure the smoothness of meeting process and the owners/committee members can focus on the matters that need to be discussed and resolved • Be able to grasp the content and focus of the discussion of the meeting, accurately analyse the topics discussed and any controversial arguments, analyse the intentions of the participants, integrate and analyse the pros and cons with professional knowledge and integrity, and ensure that resolutions on management matters can be reached
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in the legal provisions and codes of practice relating to meeting of owners, tenants and customers, and be proficient in the skills of presiding over meetings and negotiations; • Be able to formulate the meeting orders and procedures of various types of meetings in accordance with relevant laws and codes of practice, and implement them effectively; • Be able to prepare and arrange meetings properly in accordance with the legal requirements and procedures of various meetings, and be able to use negotiation and

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	<p>time management skills to assist owners/tenants/clients/committee members to conduct meetings effectively; and</p> <ul style="list-style-type: none">• Be able to grasp the content and focus of the discussion in the meetings, accurately analyse the topics discussed and any controversial arguments, analyse the intentions of the participants, integrate and analyse the pros and cons with professional knowledge and ethics, and ensure that resolutions on management matters can be reached.
Remark	