

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

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

Title	Assist in carry out the procedure of quality assurance and accreditation
Code	110490L3
Range	Works of quality management, applicable to assisting in carry out the procedure of quality assurance and accreditation in properties
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with quality management procedures</p> <ul style="list-style-type: none"> <li>• Be familiar with the basic procedures of quality management of services</li> </ul> <p>2. Assist in carrying out quality management</p> <ul style="list-style-type: none"> <li>• Be able to help in carrying out quality management procedures as directed, e. g. monitoring service contractors must provide timely services as specified in the contract and make accurate records</li> <li>• Be able to check the service quality of service contractors in accordance with quality management procedures and to make clear and accurate records</li> <li>• Be able to assist in performing procedures or requirements in accordance with the guidelines and quality management procedures, such as updating the owner's emergency contact list annually, responding to the owner's enquiries within a specified time, or providing services according to the performance pledge</li> <li>• Be able to assist in checking and organizing the relevant documents and records required for quality accreditation</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be familiar with the basic procedures of quality management of services;</li> <li>• Be able to assist in the implementation of quality management procedures as instructed, checking the quality of the services provided by contractors, making clear and accurate records, and assist in the execution of relevant service procedures or requirements; and</li> <li>• Be able to assist in checking and organizing relevant documents and records for quality accreditation.</li> </ul>
Remark	