

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

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

Title	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work
Code	110501L3
Range	Works of pre-management, takeover and handover, applicable to supervising and arranging subordinates to carry out various handover steps, and giving guidance and training to subordinates
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with handover procedures and details of handover items</p> <ul style="list-style-type: none"> <li>• Familiar with the handover procedures and the work steps of each post</li> <li>• Familiar with the details of handover items of the building/flat</li> </ul> <p>2. Lead and supervise subordinates in handover and takeover systematically</p> <ul style="list-style-type: none"> <li>• Be able to brief the handover procedures to the subordinates systematically and train the communication skills that the subordinates should have, and support the subordinates to solve the difficulties during the handover</li> <li>• Be able to lead subordinates to perform handover services, properly perform handover steps and record all issues in handover, and make reports before the deadline</li> <li>• Be able to lead subordinates to provide after-sales consulting services and follow up on individual cases</li> <li>• Be able to supervise the subordinates in contacting the owners/customers to follow up the various arrangements of defects rectification of the flat until the completion of the case</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 handover procedures, the work steps of each position, and the details of handover items of the building/flat;</li> <li>• Be able to get familiar with the entire handover process, systematically organize manpower and assign work steps for each position, supervise the work process to complete the handover within the established time limit; and</li> <li>• Be able to train subordinates to be familiar with the works of handover and lead the subordinates to carry out the handover, and supervise the subordinates to follow up the problems of the owners and customers, and follow up defects rectification of flat, so as to provide a complete after-sales service.</li> </ul>
Remark	