

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

Functional Area - Facility Management relating to a Property

Title	Plan the improvement and enhancement programme for club house, cultural and recreational facilities
Code	110520L5
Range	Management of club house, cultural and recreational facilities, applicable to the overall planning of improvements or renewals of clubhouses and facilities, including the selection of suitable contractors
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in legal requirements and customers</p> <ul style="list-style-type: none"> <li>• Proficient in the relevant legal requirements for clubhouse and facility management, various licence application requirements and code of practice of procurement</li> <li>• Proficient in the needs of customers and procedures for improvement of the facilities</li> </ul> <p>2. Plan as a whole the club house and facilities management</p> <ul style="list-style-type: none"> <li>• Be able to plan as a whole the requirements and documents required for the licence application for club house or related facilities, to supervise the application process of various licences, and ensure that the actual operation meets the licence requirements and standards</li> <li>• Be able to manage the various club house, cultural and recreational facilities services, manage the procurement tender process of repair, maintenance or renewal of facilities, effectively select and appoint appropriate contractors or suppliers</li> <li>• Be able to accurately review the procurement and repair/maintenance contracts for all types of facilities, and the service performance of suppliers and contractors in accordance with quality management standards and procedures</li> </ul> <p>3. Plan overall facilities improvement / renewal</p> <ul style="list-style-type: none"> <li>• Be able to get well-familiar with the demands and expectations of the owners on the facilities, proficient in the status and use of club house, cultural and recreational facilities, and plan the overall improvement or renewal of club house, cultural and recreational facilities, including short-term measures and long-term plans</li> <li>• Be able to plan and update the overall cultural and recreational facilities according to customer needs, with reference to market trends and the latest development of products, make promotions to owners/customers, and make overall financial and technical planning</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be proficient in the relevant legal requirements, various licence requirements and code of practice of procurement for the management of clubhouses and facilities, and be proficient in customer needs and procedures for improvement of facilities;</li> <li>• Be able to plan as a whole the application for club house/related facility licences to ensure that the operation meets the licence requirements and standards;</li> <li>• Be able to manage the various procurement tender procedures for repair or maintenance and renewal of club house, cultural and recreational facilities services, effectively select and appoint appropriate contractors or suppliers, and accurately review procurement and repair or maintenance contracts for various types of facilities and the</li> </ul>

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	<p>service performance of suppliers and contractors in accordance with quality management standards and procedures; and</p> <ul style="list-style-type: none"><li>• Be able to get well-familiar with the owners' demand and expectations of the facilities, and be proficient in the status and use of club house, cultural and recreational facilities, and systematically plan the overall improvement or update of club house, cultural and recreational facilities with reference to market trends and the latest products development.</li></ul>
Remark	