

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

Functional Area - Facility Management relating to a Property

Title	Plan as a whole on the management of space and venues and set up the rules and procedures
Code	110542L5
Range	Management of public or open spaces and venues, applicable to planning as a whole on the management of space and venues and defining usage arrangements, rules and procedures
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Proficient in spaces and venues</p> <ul style="list-style-type: none"> <li>• Proficient in the methods and principles of managing public and open spaces and the use of venues</li> <li>• Proficient in the expectations and response with owners and customers for the use of public or open spaces and venues</li> </ul> <p>2. Plan as a whole on the management of spaces and venues</p> <ul style="list-style-type: none"> <li>• Be able to fulfill customer needs, legal requirements or procedures, and plan as a whole on the management and use of public and open spaces, venues and other spaces</li> <li>• Be able to plan as a whole on the resources for effective management of public and open spaces, venues and other spaces, as well as manage day-to-day, ad hoc and unexpected arrangements</li> <li>• Be able to analyse and review the usage and formulate improvement plans as needed</li> </ul> <p>3. Determine regulations and procedures</p> <ul style="list-style-type: none"> <li>• Be able to establish procedures for the effective management and be able to determine the rules and regulations of use for public and open spaces, venues and other spaces, such as user categories and conduct, charging methods, booking procedures, etc.</li> <li>• Be able to plan as a whole and monitor the management of spaces and venues, including the implementation of human resources, repair and maintenance, and execution of allocation, then evaluate the effectiveness of the enforcement of rules and procedures, and revise rules and procedures as necessary</li> </ul> <p>4. Formulate procedures of data collection</p> <ul style="list-style-type: none"> <li>• Be able to develop procedures for collecting information of spaces and venues, analysing and reviewing space and venues related data, such as usage, user needs, utilization rates, cost-effectiveness, user satisfaction, outcomes and effects, etc.</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 methods and principles of managing the public and open spaces, venues and other spaces, and be proficient in the expectations and responses of customers;</li> <li>• Be able to plan as a whole on the resources for effective management and use of spaces and venues, be able to plan and monitor the conditions of use, review effectiveness and formulate improvement plans;</li> <li>• Be able to develop effective rules, regulations and procedures for use of spaces and venues, assess the effectiveness of implementation and make revisions as needed; and</li> <li>• Be able to develop a clear procedures for collecting information and data of the spaces and venues.</li> </ul>

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