

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

Functional Area - Law in Practice relating to a Property

Title	Supervise subordinates to liaise with relevant organisations in dealing with property management issues
Code	110552L3
Range	Liaison with government departments or public service agencies involved in daily property management matters, applicable to supervision of staff in liaising with relevant government departments and public services organisations in handling daily property management matters under the guidelines and job functions
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with government departments and public services organisations</p> <ul style="list-style-type: none"> • Be familiar with the scopes of responsibility of government departments, law enforcement departments and public service organisations related to daily property management • Be familiar with the functions and division of responsibilities of management company and government departments or public services organisations <p>2. Supervise subordinates</p> <ul style="list-style-type: none"> • Be able to explain to clients and subordinates the scope of services of relevant government departments and public service organisations, and the division of responsibilities with the management company • Be able to supervise staff in requesting assistance from the relevant departments appropriately to solve daily management problems • Be able to examine the results of the staff's liaison with government departments or public services organisations and make appropriate follow-up, and make report to superiors and seek for solutions if there are incomplete cases • Be able to maintain close contact with relevant departments or organisations, collect up-to-date information, and increase the effectiveness of handling daily management matters
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the scope of responsibilities of government departments, law enforcement departments and public services organisations related to daily property management, and the functions and division of responsibilities with the management company; and • Be able to clearly explain the scope of services of the relevant government departments and public services organisations to the owners and subordinates, and be able to supervise the subordinates to contact the relevant departments or organisations in a correct and efficient manner in accordance with the established guidelines and codes of conduct to handle and follow up on the cases.
Remark	