

物業管理業

職業資歷階梯先導計劃



背景及目的

- 教育局委聘香港大學專業進修學院進行物業管理業職業資歷階梯先導計劃，旨在勾劃業內不同範疇的進階路徑，並列出各路徑的主要崗位及相關的能力要求，此外，更選取其中五個崗位建議合適的職業資歷要求。
- 香港大學專業進修學院已完成初步報告，現正收集持分者的意見。

Key Positions <i>(Typical name of job positions for reference only)</i>								
Functional areas QF Level	Property Services	Cleaning	Security	Landscaping	Technical	Club House	Tenancy Management	Carpark
7	Senior Executive	--	--	--	--	--	--	--
6	Senior Property Manager	--	--	--	Senior Manager - Engineering & Maintenance	--	--	--
5	Property Manager	Operations/ Site Manager	Operations Manager	--	Technical Manager/ Maintenance Manager	Clubhouse Manager	Tenancy Administration Manager	--
4	Property Officer	Operation Officer / Supervisor	Security Officer	Landscape Officer / Supervisor	Technical Officer / Maintenance Officer	Clubhouse Officer	Tenancy Administration Officer	Carpark Officer
3	Property Service Assistant	Foreman	Building Supervisor	Foreman	Technical Foreman	Senior Clubhouse Assistant	Tenancy Administration Assistant	Supervisor
2	Customer Service Assistant	--	Senior Building Attendant	Senior Gardener	Technician	Clubhouse Assistant	--	--
1	--	Cleaner	Building Attendant	Gardener	Artisan	--	--	Carpark Attendant

Vocational Qualification Pathway – Property Services

Qualification Entry Requirement

Qualification

Job Position

Entry Requirement

QF Pathway

i) Have satisfied the minimum University entrance requirement or equivalent; or
ii) Have relevant professional qualifications

OR

i) Complete Level 4 QF recognized qualifications in related disciplines; or
ii) Attain Level 4 RPL in property management industry

i) Obtain the HKDSE examination Level 2 or above in 5 subjects, including Chinese and English Language, or equivalent; or
ii) Have relevant professional qualifications

OR

i) Complete Level 3 QF recognized qualifications in related disciplines; or
ii) Attain Level 3 RPL in property management industry

Complete two years of senior education or equivalent

OR

i) Complete Level 2 QF recognized qualifications in related disciplines; or
ii) Attain Level 2 RPL in property management industry

Advanced Diploma in Property Management
QF Level 5
150 QF Credits

(Suitable Working Experience + Personal Attributes)

Property Manager

Diploma in Property Management
QF Level 4
90 QF Credits

(Suitable Working Experience + Personal Attributes)

Property Officer

Certificate in Property Management
QF Level 3
30 QF Credits

(Suitable Working Experience + Personal Attributes)

Property Service Assistant

Vocational Qualification Pathway – Clubhouse Management

Qualification Entry Requirement

Entry Requirement

QF Pathway

Qualification

Job Position

Obtain the HKDSE examination Level 2 or above in 5 subjects, including Chinese and English Language, or equivalent

or

i) Complete Level 3 QF recognized qualifications in related disciplines; or
ii) Attain Level 3 RPL in property management industry

Certificate in Clubhouse Management
QF Level 4
30 QF Credits

(Suitable Working Experience + Personal Attributes)

Clubhouse Officer

Complete two years of senior education or equivalent

or

i) Complete Level 2 QF recognized qualifications in related disciplines; or
ii) Attain Level 2 RPL in property management industry

Certificate in Clubhouse Operation
QF Level 3
18 QF Credits

(Suitable Working Experience + Personal Attributes)

Senior Clubhouse Assistant

Key Elements of the Qualifications Specification

- 1.) Position
- 2.) Job Description
- 3.) Job Competency Requirements
- 4.) Qualification Title (eg. Cert./Diploma/...)
- 5.) Qualification Level (QF Level)
- 6.) Qualification Entry Requirement
- 7.) Qualification Training Objective(s)
- 8.) Qualification Learning Outcomes with Assessment Outcomes & UoCs' mapping with Learning Outcomes
- 9.) Recommended Qualification Training Content(s)
- 10.) QF Credits for the Competency Requirements (based on the UoCs mapping)
- 11.) Outcome Statements:
 - a.) Education Pathway
 - b.) Employment Pathway

(1) Position		Property Service Assistant
(2) Job Description		Carry out property management services and customer services duties in different types of premises, handle daily inquiries, verify clerical record, follow up on outstanding payment, collect data for insurance claims, assist property management team for providing property management services, and carry out safety measures in property management work, etc.
(3) Job Competency Requirements		
1.	*Handle individual emergency cases	PMZZEM302A
2.	Provide initial views on improvements and enhancements to the state of a building	PMZZBM302A
3.	*Provide frontline management services for owners and tenants	PMZZOS301A
4.	*Prepare the records on property management matters	PMZZOS302A
5.	*Assist to arrange manpower and venue set-up for various types of meetings of owners	PMZZOS303A
6.	Collect data for insurance claims	PMZZOS304A
7.	*Prepare, promote and carry out all kinds of activities in shopping centres and other cultural, recreational and community activities	PMZZOS305A
8.	*Be able to comprehend pre-management procedures and carry out respective measures	PMZZOS306A
9.	*Able to support the use of facilities of shopping centres and other premises including commercial and industrial buildings	PMZZFM302A
10.	*Assist to liaise with relevant organizations in dealing with property management issues	PMZZLW301A
11.	*Assist to handle petty cash income and follow up on outstanding payment	PMZZFN301A
12.	*Assist the property management team to complete relevant tasks	PMZZHR302A
13.	*Carry out safety measures in property management work	PMZZHR303A
14.	*Carry out customer service duties	PMZZHR304A
* Wordings are revised from the existing UoCs. The original UoC title(s) could be referred by the UoC number.		
# New proposed competency requirements		
(4) Qualification Title		Certificate in Property Management
(5) Qualification Level		QF Level 3
(6) Qualification Entry Requirement		(a) Complete two years of senior education or equivalent; or QF Pathway: (b) (i) Complete Level 2 QF recognized qualifications in related disciplines; or (ii) Attain Level 2 RPL in property management industry.

(7) Qualification Training Objective(s):		The qualification training is designed for candidate(s) who has acquired required education or professional qualification or Level 2 QF-recognized qualifications in property management industry. Though this training, candidate(s) can acquire the required knowledge and skills for the position of property service assistant including knowledge on daily frontline management duties, direct customer services for owners and tenants, record keeping and so on.	
(8) Qualification Learning Outcome(s): (will)		Assessment Outcomes: (Can)	
QLO1	Handle day-to-day property services	1.1	Examine the nature of emergency incidents and procedures in handling emergency incidents
		1.2	Compile precise incident reports and organize incident records
		1.3	Identify general details of building services operation
		1.4	Identify common defects of a building
QLO2	Apply knowledge to provide frontline property management services and customers' services	2.1	Identify the scope of frontline property management services
		2.2	Provide quality management services with appropriate standards and procedures
		2.3	Verify and properly keep records and reports for the properties including residents' records, incident reports, and various types of correspondences
		2.4	Understand various types of meetings, its proper procedures and provide support for the running of the meetings
		2.5	Understand the procedures and prepare information for insurance claims
		2.6	Assist to prepare events and provide customer services in various types of value-added services, cultural, recreational and community activities
		2.7	Comprehend details of handover and takeover procedures during pre-management period
		2.8	Carry out duties in accordance with occupational safety standards

		2.9	Understand the ethical requirements in property management
QLO3	Inspect the facilities services of various properties	3.1	Handle facilities services for shopping centres, industrial and commercial buildings
		3.2	Inspect and monitor users in using facilities according to prescribed specifications
QLO4	Liaise with relevant government departments in handling daily property management issues	4.1	Examine the scope of works and duties of government departments, law enforcement departments and public services organizations in relation to daily property management works
		4.2	Liaise with relevant departments on daily property management operations
QLO5	Handle daily petty cash income and outstanding payments	5.1	Verify income or petty cash collected, retain complete records for supervisor's verifications and filing
		5.2	Examine various information on outstanding payments and follow up the settlement of respective items

Existing UoCs' Mapping with Certificate's Learning Outcomes (Property Service Assistant)

UoC Category	UoCs Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5
Management of the Property Environment	*Handle individual emergency cases	PMZZEM302A	✓				
Building Repair and Maintenance	Provide initial views on improvements and enhancements to the state of a building	PMZZBM302A	✓				
Property Management Services for Owners, tenants and the Community	*Provide frontline management services for owners and tenants	PMZZOS301A		✓			
	*Prepare the records on property management matters	PMZZOS302A		✓			
	*Assist to arrange manpower and venue set-up for various types of meetings of owners	PMZZOS303A		✓			
	Collect data for insurance claims	PMZZOS304A		✓			
	*Prepare, promote and carry out all kinds of activities in shopping centres and other cultural, recreational and community activities	PMZZOS305A		✓			
	*Be able to comprehend pre-management procedures and carry out respective measures	PMZZOS306A		✓			

UoC Category	UoCs Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5
Facility Management	*Able to support the use of facilities of shopping centres and other premises including commercial and industrial buildings	PMZZFM302A				✓	
Law in Practice	*Assist to liaise with relevant organizations in dealing with property management issues	PMZZLW301A				✓	
Finance and Asset Management	*Assist to handle petty cash income and follow up on outstanding payment	PMZZFN301A					✓
Human Resources Management	*Assist the property management team to complete relevant tasks	PMZZHR302A		✓			
	*Carry out safety measures in property management work	PMZZHR303A		✓			
	*Carry out customer service duties	PMZZHR304A		✓			

<p>(9) Recommended Qualification Training Content(s)</p>	<p><u>1. Property Environment Practices and Building Maintenance</u></p> <ul style="list-style-type: none"> ➤ Knowledge on emergency incidents including the nature, follow up procedures and handling ➤ Writing incident reports, compile and organize incident records ➤ Common defects of a building ➤ Methods on repair and maintenance, improvement and enhancement of a building <p><u>2. Customer Services and Frontline Property Management Services</u></p> <ul style="list-style-type: none"> ➤ Knowledge on scope of frontline management services, codes of practices, types of out-sourced services and its scope of work ➤ Practices of quality management services standards, procedures and applications ➤ Writing and filing on different records for property management including incident reports, meeting minutes, record of residents and so on ➤ Preparation and procedures of different types of owners' meetings ➤ Insurance coverage and claim procedures ➤ Procedures and practices in carrying out property management and customers' services in different type of properties ➤ Ethical requirements in property management ➤ Occupational health and safety standards ➤ Importance and demand of customer services and effective interpersonal techniques ➤ Handover procedures <p><u>3. Facilities Services</u></p> <ul style="list-style-type: none"> ➤ Knowledge and practices on facilities services of shopping centres, industrial and commercial buildings ➤ Security and safety inspection on various facilities <p><u>4. General Principle of Law</u></p> <ul style="list-style-type: none"> ➤ General knowledge on the Deed of Mutual Covenants, the enforcement of house rules and the Building Management Ordinance ➤ Personal Data (Privacy) Ordinance and other legislations related to property management ➤ Knowledge on the relevant government departments related to property management services
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	<u>5. Introduction to Accounting Services</u> <ul style="list-style-type: none"> ➤ Income and expenditure arrangement in property management industry ➤ Procedures on fee collection and handling outstanding payment
(10) QF Credits for the Competency Requirements	30 credits (based on UoCs mapping)
(11) Outcome Statements:	
a) Education Pathway:	<ul style="list-style-type: none"> ➤ Candidates who complete this qualification training are able to proceed to the qualification training at QF Level 4 in property management. ➤ Candidates who had acquired the competencies by RPL or other competencies training at QF Level 3 might have already acquire partially of the required competencies for this qualification; in such, they may be exempted from this part of competencies training in this qualification.
b) Employment Pathway:	<ul style="list-style-type: none"> ➤ The training requirements for this qualification specialize the required skills and knowledge for the position of property service assistant. Learners who complete this qualification have acquired the competencies to carry out the job duties of property service assistant. To be a property service assistant, a candidate should have suitable years of relevant working experience and personal attributes for the position.

(1) Position		Property Officer
(2) Job Description		Assist to manage property management services, technical services, monitor and coordinate repair and maintenance work, facilities management services and customer services, coordinate for the procurement of services and materials, assist in preparing management budgets and monitor the building accounts, assist in property handover / takeover, assist in staff management, monitor clerical record keeping and outstanding payment, dealing with legal matters such as small claims, handling insurance claims and arranging meetings of owners, etc.
(3) Job Competency Requirements		
1.	Execute the management of building security tasks	PMZZEM401A
2.	Manage emergency situations	PMZZEM402A
3.	Promote staff awareness of keeping the building environment safe	PMZZEM403A
4.	Monitor and improve the conditions of cleanliness of a building	PMZZEM404A
5.	*Manage landscape improvement matters	PMZZEM405A
6.	*Monitor and improve the conditions of private road control and environmental protection of a building	PMZZEM406A
7.	*Assist to manage the building’s repair and maintenance work	PMZZBM401A
8.	*Carry out improvement and enhancement plans of a building	PMZZBM402A
9.	*Handle purchasing and out-sourcing arrangement	PMZZBM403A
10.	Coordinate with owners, tenants and customers on property management work	PMZZOS401A
11.	Arrange meetings for owners and tenants	PMZZOS402A
12.	Handle matters relating to insurance claims	PMZZOS403A
13.	Provision of professional quality management services	PMZZOS404A
14.	*Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	PMZZOS405A
15.	*Arrange pre-management work, take-over and hand-over work of a building or a flat, and follow up on reinstatement work	PMZZOS406A
16.	*Assist to manage cultural and recreational facility	PMZZFM401A
17.	*Assist in the management of shopping centres and other premises including industrial and commercial buildings	PMZZFM402A
18.	*Assist in handling the jurisdictions in relation to property management cases in order to handle legal matters	PMZZLW401A
19.	*Assist in drafting property management services contracts	PMZZLW402A
20.	*Assist in handling financial income and expenses	PMZZFN401A
21.	*Assist in handling account statements and balance sheets	PMZZFN402A
22.	*Assist in coordinating manpower planning and training for staff within the property managed	PMZZHR401A
23.	*Assist in leading the team in the provision of quality property management service	PMZZHR402A

24.	*Follow Occupational safety and health management in a property management environment	PMZZHR403A
25.	Customer services management (especially on complaint handling)	PMZZHR404A
26.	#Manage all the documents including notices, meeting minutes, newsletters and management reports, etc.	
27.	#Control all the fixed assets and stocks checking	
28.	#Security monitoring such as night check	
29.	#Act as petty cash holder	
<p>* Wordings are revised from the existing UoCs. The original UoC title(s) could be referred by the UoC number.</p> <p># New proposed competency requirements</p>		
(4) Qualification Title	Diploma in Property Management	
(5) Qualification Level	QF Level 4	
(6) Qualification Entry Requirement	<p>(a)(i) Obtain in the HKDSE examination Level 2 or above in 5 subjects, including Chinese Language and English Language, or equivalent; or (ii) Have relevant professional qualifications; or</p> <p>QF Pathway: (b) (i) Complete Level 3 QF recognized qualifications in related disciplines; or (ii) Attain Level 3 RPL in property management industry.</p>	
(7) Qualification Training Objective(s):	<p>The qualification training is designed for candidate(s) who has acquired required education or professional qualification or Level 3 QF-recognized qualifications in property management industry. Though this training, candidate(s) can acquire the required knowledge and skills for the position of property officer including knowledge on daily property management duties, repair and maintenance, legal proceedings, staff management and so on.</p>	

(8) Qualification Learning Outcome(s): (will)		Assessment Outcomes: (Can)	
QLO1	Effectively monitor and coordinate property management services such as: cleansing, security and landscaping, etc.	1.1	Apply knowledge of relevant legislation and practice to monitor the building environment including building cleanliness, security of a building and other services
		1.2	Examine the code of practice in procurement and exercise management skills and techniques in monitor and co-ordinate improvement work, including arrangement on seeking quotations and tender exercises
		1.3	Interpret the contents of various types of service contracts in relation to property management and monitor the performance of the service contractors
		1.4	Apply existing procedures and techniques to organize staff to handle emergency situations; revise reaction plans and provide improvement suggestions on emergency procedures
QLO2	Effectively monitor and coordinate building repair and maintenance works	2.1	Consolidate defects data and owners / tenants' demands and able to submit improvement and enhancement suggestions to superiors
		2.2	Apply knowledge in laws, code of practices and skills in monitoring contractors in order to manage purchasing and out-sourcing arrangements in repair and maintenance works
		2.3	Monitor and coordinate the work of suppliers and contractors of repair and maintenance works effectively
QLO3	Capable to provide quality property services and customers' services for owners and tenants	3.1	Have knowledge on quality management procedures and standards, and apply quality management procedures in monitoring effectively on the results of quality property services and customers services
		3.2	Arrange activities, understand the needs of owners, tenants and clients, and effectively promote the activities

		3.3	Familiar with rules of meetings, understand the effects on the resolutions and arrange meetings strictly in accordance with prescribed rules to ensure validity of meetings
		3.4	Understand the types and functions of various types of owners' / tenants' organizations, and maintain communication with owners / tenants using different methods and know how to deal with owners / tenants in an appropriate manner in order to arrive at resolutions
		3.5	Have the ability to record clearly discussions made in meetings and resolutions passed, and to ensure that minutes are circulated effectively according to prescribed legal provisions
		3.6	Master handover procedures, organize systematically manpower support and assign work steps of each post, develop work process in order to complete the handover duties within the allocated timeframe
QLO4	Apply knowledge to assist managing different type of properties including shopping centre, industrial and office buildings	4.1	Have the knowledge to identify the features of different properties; able to monitor the use, inspection and maintenance of facilities in different premises
		4.2	Able to monitor effectively facilities suppliers and repair and maintenance contractors; arrange procurement and tendering for maintenance services of facilities in varies premises
QLO5	Employ legal knowledge on day to day property management duties	5.1	Provide an overview on the legal system in Hong Kong and the jurisdictions of judicial authorities relevant to property management, and understand the legal procedures in common scenarios
		5.2	Identify the nature of common types of incidents and disputes, apply appropriate judgments and decide on a suitable legal arrangement
		5.3	Apply the procedures of small claims and the registration of a charge in the Land Registrar
QLO6	Capable to monitor building budgets, building accounts and	6.1	Verify various types of income and petty cash data, carry out daily deposit operations and filing system

	credit control		supervision
		6.2	Assist to calculate the amount of outstanding payments, tabulate outstanding accounts and the respective amounts, and initiate suitable procedures to recover the payments
		6.3	Assist to calculate, prepare and properly arrange and submit income and expenditure statements and balance sheets
		6.4	Apply knowledge on insurance coverage of the building and able to arrange claim procedures
QLO7	Apply knowledge in staff management, planning and performance appraisal	7.1	Apply and integrate human resources information in order to appraise performance and provide various types of property management training and assess its effectiveness
		7.2	Lead subordinates in the provision of quality property management service in a safety manner

Existing UoCs' Mapping with Diploma's Learning Outcomes (Property Officer)

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5	Lo6	Lo7
Management of the Property Environment	Execute the management of building security tasks	PMZZEM401A	✓						
	Manage emergency situations	PMZZEM402A	✓						
	Promote staff awareness of keeping the building environment safe	PMZZEM403A	✓						
	Monitor and improve the conditions of cleanliness of a building	PMZZEM404A	✓						
	*Manage landscape improvement matters	PMZZEM405A	✓						
	*Monitor and improve the conditions of private road control and environmental protection of a building	PMZZEM406A	✓						
Building Repair and Maintenance	*Assist to manage the building's repair and maintenance work	PMZZBM401A		✓					
	*Carry out improvement and enhancement plans of a building	PMZZBM402A		✓					
	*Handle purchasing and out-sourcing arrangement	PMZZBM403A		✓					
Property Management Services for Owners, tenants and the Community	Coordinate with owners, tenants and customers on property management work	PMZZOS401A			✓				
	Arrange meetings for owners and tenants	PMZZOS402A			✓				
	Handle matters relating to insurance claims	PMZZOS403A			✓				
	Provision of professional quality management services	PMZZOS404A			✓				
	*Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	PMZZOS405A			✓				
	*Arrange pre-management work, take-over and hand-over work of a building or a flat, and follow up on reinstatement work	PMZZOS406A			✓				

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5	Lo6	Lo7
Facility Management	*Assist to manage cultural and recreational facility	PMZZFM401A				✓			
	*Assist in the management of shopping centre and other premises including industrial and commercial buildings	PMZZFM402A				✓			
Law in Practice	*Assist in handling the jurisdictions in relation to property management cases in order to handle legal matters	PMZZLW401A					✓		
	*Assist in drafting property management services contracts	PMZZLW402A					✓		
Finance and Asset Management	*Assist in handling financial income and expenses	PMZZFN401A						✓	
	*Assist in handling account statements and balance sheets	PMZZFN402A						✓	
Human Resources Management	*Assist in coordinating manpower planning and training for staff within the property managed	PMZZHR401A							✓
	*Assist in leading the team in the provision of quality property management service	PMZZHR402A							✓
	*Follow Occupational safety and health management in a property management environment	PMZZHR403A							✓
	Customer services management (especially on complaint handling)	PMZZHR404A							✓
	#Manage all the documents including notices, meeting minutes, newsletters and management report, etc.				✓				
	#Control all the fixed assets and stocks checking				✓				
	#Security monitoring such as night check		✓						
	#Act as petty cash holder							✓	

<p>(9) Recommended Qualification Training Content(s)</p>	<ol style="list-style-type: none"> 1. <u>Management of the Property Environment</u> <ul style="list-style-type: none"> ➤ Concepts, functions and principles of property management including private and public sectors management issues and problems ➤ Monitor service contracts ➤ Monitoring cleansing, security and other services' contractors ➤ Risk and crisis management concept to housing management ➤ Safety issues in property management 2. <u>Building Repair and Maintenance</u> <ul style="list-style-type: none"> ➤ Procedures to obtain and evaluate quotations and tenders ➤ Monitoring of repair & maintenance work process, identifying of potential problems and rectification 3. <u>Property Management Services for Owners, tenants and the Community</u> <ul style="list-style-type: none"> ➤ Knowledge on management of residential properties including the pre-management work ➤ Knowledge on all the arrangement of meetings' procedures ➤ Customer relationship building ➤ Communicating and coping with challenging customers as well as tenants / owners association members ➤ Monitoring of property services 4. <u>Facilities Services Management</u> <ul style="list-style-type: none"> ➤ Managing different facilities in different types of properties such as shopping centres, industrial and commercial buildings and other premises ➤ Facilities services' contractors monitoring ➤ Knowledge on space planning 5. <u>Law in Practice</u> <ul style="list-style-type: none"> ➤ Building Management Ordinance, Deed of Mutual Covenants and general house rules ➤ Legal procedures on small claims and registration of a charge in the Land Registrar
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	<p><u>6. Financial Management</u></p> <ul style="list-style-type: none"> ➤ Financial knowledge and principles of accounting in property management industry ➤ Buildings management funds, financial control and reporting, and property insurance ➤ Credit control on outstanding income <p><u>7. Staff Management</u></p> <ul style="list-style-type: none"> ➤ Supervision, team building, communication and interpersonal skills ➤ Documentary presentation and management ➤ Management on subordinates in terms of performance, training and relationship building ➤ Occupational health and safety in property management environment
(10) QF Credits for the Competency Requirements	90 credits (based on UoCs mapping)
(11) Outcome Statements:	
a) Education Pathway:	<ul style="list-style-type: none"> ➤ Candidates who complete this qualification are able to proceed to qualification training at QF Level 5 in property management. ➤ Candidates who had acquired the competencies by RPL or other competencies training at QF Level 4 might have acquired partially of the required competencies for this qualification; in such, they may be exempted from this part of competencies training in this qualification.
b) Employment Pathway:	<ul style="list-style-type: none"> ➤ The training requirements for this qualification specialize the required skills and knowledge for the position of property officer. Learners who complete this qualification have acquired the competencies to carry out the job duties of property officer. To be a property officer, a candidate should have suitable years of relevant working experience and personal attributes for the position.

(1) Position		Property Manager
(2) Job Description		Manage and formulate quality property management services and customer services, related legal matters, financial matters, human resources planning, continuous improvement plan, etc.
(3) Job Competency Requirements		
1.	Manage and plan building security tasks	PMZZEM501A
2.	*Formulate and evaluate emergency handling measure and crisis management	PMZZEM502A
3.	Formulate and maintain a sound system and effective measures on the safety of the environment	PMZZEM503A
4.	Plan as a whole on cleaning work of a building	PMZZEM504A
5.	Plan and coordinate as a whole the overall landscape improvement work	PMZZEM505A
6.	Plan as a whole on private road control and environmental protection work of a building	PMZZEM506A
7.	Plan and manage on repair and maintenance works of a building	PMZZBM501A
8.	*Assist in formulate feasibility studies and implement plans on improvement and enhancement of a building as a whole	PMZZBM502A
9.	Plan and manage on purchasing and out-sourcing works	PMZZBM503A
10.	*Assist and give advices to owners in the formation of owners' organization and handle property management work in concerted efforts	PMZZOS501A
11.	*Assist in formulate standing orders and assist in chair meetings	PMZZOS502A
12.	*Devise and discuss with the insurance company regarding insurance coverage and terms of the policy	PMZZOS503A
13.	*Monitor and ensure quality assurance services procedures	PMZZOS504A
14.	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	PMZZOS505A
15.	Plan as a whole on pre-management matters	PMZZOS506A
16.	Plan and replace clubhouse and recreational facility	PMZZFM501A
17.	Undertake asset assessment and management of shopping centres and other premises including industrial and commercial buildings	PMZZFM502A
18.	Plan as a whole the control measures of a carpark and a loading area	PMZZFM503A
19.	Be familiar with the judiciary of Hong Kong, and have sufficient understanding on legal proceedings and arrangements of litigations and mediations	PMZZLW501A
20.	*Write tender out service contract and determine contract terms	PMZZLW502A
21.	Monitor financial income and expenses	PMZZFN501A
22.	*Formulate annual budget	PMZZFN502A
23.	Conduct overall human sources planning for property management division	PMZZHR501A

24.	Plan on continuous improvement of property management service standard	PMZZHR502A
25.	Plan on measures for occupational health and safety in a property management environment	PMZZHR503A
26.	Plan on customer services with owners' organizations	PMZZHR504A
27.	#Direct staffs to join open competitions such as Quality Building Management Competitions	
28.	#Coordinate to obtain relevant certifications for the buildings such as ISO certifications	
<p>* Wordings are revised from the existing UoCs. The original UoC title(s) could be referred by the UoC number.</p> <p># New proposed competency requirements</p>		
(4) Qualification Title	Advanced Diploma in Property Management	
(5) Qualification Level	QF Level 5	
(6) Qualification Entry Requirement	<p>(a)(i) Have satisfied the minimum University entrance requirement or equivalent; or (ii) Have relevant professional qualifications; or</p> <p>QF Pathway:</p> <p>(b)(i) Complete Level 4 QF recognized qualifications in related disciplines; or</p> <p>(ii) Attain Level 4 RPL in property management industry.</p>	
(7) Qualification Training Objective(s):	<p>The qualification training is designed for candidate(s) who has acquired required education or professional qualification or Level 4 QF-recognized qualifications in property management industry. Through this training, candidate(s) can acquire a firm grounding in the theory and practice of property management for the position of property manager including knowledge on manage and formulate quality property management services and customer services, repair and maintenance, related legal matters, financial matters, manpower management, continuous improvement plan and so on.</p>	

(8) Qualification Learning Outcome(s): (will)		Assessment Outcomes: (Can)	
QLO1	Manage and formulate quality property management services	1.1	Formulate plans on building security systems and cleansing services and master the procedures in selecting appropriate services contractors
		1.2	Formulate emergency handling measures and guiding principles applicable to the property concerned, and to provide improvement plans and preventive measures
		1.3	Formulate and maintain effective environmental safety measures
		1.4	Formulate plan on the overall landscape improvement matters, including review of contracts, selection and appointment of plants suppliers and contractors
		1.5	Effectively plan on the overall control of private road, and its environmental protection condition
QLO2	Manage and formulate plan on building repair and maintenance works of a building	2.1	Demonstrate knowledge on management of building repair and maintenance, and to effectively control repair and maintenance expenses
		2.2	Formulate feasibility studies and implement plans on improvement and enhancement of a building as a whole
		2.3	Plan on purchasing and outsourcing from appropriate suppliers or maintenance contractors; Accurately assess maintenance contracts and the services performance of suppliers and contractors
QLO3	Manage and formulate property services for the owners, tenants and the community	3.1	Apply professional knowledge in formulating management service systems, formation of owners' organizations and its continuous operations
		3.2	Master the legal requirements on meetings, prepare meetings in a proper manner and formulate standing orders of meetings to ensure the validity of the items listed and discussed during the meetings
		3.3	Formulate risk management system, provide professional analysis on the risk and insurance coverage of a building, formulate plan on insurance coverage of the property

		3.4	Formulate quality management system and implement the system into daily property management works, evaluate and analysis the information collected to improve the quality management services
		3.5	Master the market trends, plan on overall activities, value-added services, cultural, recreational and community activities for various types of properties
		3.6	Plan on handover of building development, master a series of different technical, professional and management work, and exercising professional judgment in planning and completing various pre-management services, operations and processes
QLO4	Manage and formulate facilities services	4.1	Master and monitor facilities of clubhouse, cultural and recreational facilities, relevant licence requirements, select and monitor appropriate suppliers and maintenance contractors and make improvement arrangements
		4.2	Master the conditions of various types of properties including shopping centres, industrial and commercial buildings, formulate trade mix and asset assessment to maximize returns
		4.3	Formulate work instructions and overall control plan on facilities suppliers and contractors, review service performance
QLO5	Master law in practice for property management industry	5.1	Identify respective legal procedures in different circumstances, master the nature of various incidents and disputes, analyzing the gist of the legal problem, and to liaise with company' legal department / legal retainers to arrange proper legal actions
		5.2	Apply professional knowledge to ensure that contracts are valid with proper legal procedures of approval, tendering, selection and execution
QLO6	Master financial control for the managed buildings	6.1	Effectively monitor financial expenditures and incomes, formulate procedures on recovering outstanding payments, petty cash handling, account audit, filing of account documents and insurance matters
		6.2	Formulate and stipulate annual budgets, amounts of management fees, allocations of funds for the property

QLO7	Master Human Resources Management	7.1	Plan for overall manpower needs for the property
		7.2	Devise quality property management and quality customer services standards and policies to enhance service standards of the property management team
		7.3	Plan and formulate measures of occupational health and safety in the workplace
		7.4	Master the keys of quality services, negotiating and persuasive skills, motivating subordinates to achieve the quality service standards set by the company

Existing UoCs' Mapping with Advanced Diploma's Learning Outcomes (Property Manager)

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5	Lo6	Lo7
Management of the Property Environment	Manage and plan building security tasks	PMZZEM501A	✓						
	*Formulate and evaluate emergency handling measure and crisis management	PMZZEM502A	✓						
	Formulate and maintain a sound system and effective measures on the safety of the environment	PMZZEM503A	✓						
	Plan as a whole on cleaning work of a building	PMZZEM504A							
	Plan and coordinate as a whole the overall landscape improvement work	PMZZEM505A	✓						
	Plan as a whole on private road control and environmental protection work of a building	PMZZEM506A	✓						
Building Repair and Maintenance	Plan and manage on repair and maintenance works of a building	PMZZBM501A		✓					
	*Assist in formulate feasibility studies and implement plans on improvement and enhancement of a building as a whole	PMZZBM502A		✓					
	Plan and manage on purchasing and out-sourcing works	PMZZBM503A		✓					

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5	Lo6	Lo7
Property Management Services for Owners, tenants and the Community	*Assist and give advices to owners in the formation of owners' organization and handle property management work in concerted efforts	PMZZOS501A			✓				
	*Assist in formulate standing orders and assist in chair meetings	PMZZOS502A			✓				
	*Devise and discuss with the insurance company regarding insurance coverage and terms of the policy	PMZZOS503A			✓				
	*Monitor and ensure quality assurance services procedures	PMZZOS504A			✓				
	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	PMZZOS505A			✓				
	Plan as a whole on pre-management matters	PMZZOS506A			✓				
Facility Management	Plan and replace clubhouse and recreational facility	PMZZFM501A				✓			
	Undertake asset assessment and management of shopping centres and other premises including industrial and commercial buildings	PMZZFM502A				✓			
	Plan as a whole the control measures of a carpark and a loading area	PMZZFM503A				✓			
Law in Practice	Be familiar with the judiciary of Hong Kong, and have sufficient understanding on legal proceedings and arrangements of litigations and mediations	PMZZLW501A					✓		
	*Write tender out service contract and determine contract terms	PMZZLW502A					✓		

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5	Lo6	Lo7
Finance and Asset Management	Monitor financial income and expenses	PMZZFN501A						✓	
	*Formulate annual budget	PMZZFN502A						✓	
Human Resources Management	Conduct overall human sources planning for property management division	PMZZHR501A							✓
	Plan on continuous improvement of property management service standard	PMZZHR502A							✓
	Plan on measures for occupational health and safety in a property management environment	PMZZHR503A							✓
	Plan on customer services with owners' organizations	PMZZHR504A							✓
	#Direct staffs to join open competitions such as Quality Building Management Competitions				✓				
	#Coordinate to obtain relevant certifications for the buildings such as ISO certifications				✓				

<p>(9) Recommended Qualification Training Content(s)</p>	<p><u>1. Property Environment Management</u></p> <ul style="list-style-type: none"> ➤ Concepts, functions and principles of property management including private and public sectors management issues and problems ➤ Security management including legal knowledge on building security system, facilities, information on pioneer security services system, security services standard and their job duties in property management industry ➤ Risk management including identification of different types of risk, emergency handling procedures and improvement plan to eliminate possible risk ➤ Environmental safety management, formulation of environmental safety measures ➤ Management of cleaning services, tree management and landscape improvement work ➤ Private road management including relevant legislations, environmental protection, improvement plan, etc. ➤ Management of service contracts <p><u>2. Building Maintenance Management</u></p> <ul style="list-style-type: none"> ➤ Building facilities operation in accordance with relevant legislation, code of practices and technical requirements to plan on building repair and maintenance of a building ➤ Control of building maintenance expenses ➤ Knowledge on planning and formulating feasibility studies on building improvement and enhancement plan of a building ➤ Contractors management including overall tender procedures, writing up of specifications, assess contractors' performance, selection and appointment of capable contractors and suppliers <p><u>3. Customer Services Management in Property Management Industry</u></p> <ul style="list-style-type: none"> ➤ Knowledge on the types of owners' organizations and the procedures of its formation under the Building Management Ordinance, the Deed of Mutual Covenants and various meeting procedures ➤ Legal requirements on meetings and formulate standing orders ➤ Overall risk management procedures, types of insurance applicable to the management of buildings, insurance coverage and terms of policy ➤ Quality management system, customer's relationship, procedures, implementation and monitoring of quality property management services
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- Marketing management on different types of properties, innovative concepts, market trends, market positioning, annual plan and budget on activities and events, overall management in executing the planned activities and events
 - Managing various types of property services
 - Knowledge on the scope of works during pre-management stage
4. Facilities Services Management
- Facilities planning and replacement for the their usage in clubhouse, residential properties, shopping centres and other properties with specific facilities provision
 - Relevant licence requirements and operation procedures for different facilities
 - Facilities services contractors and suppliers management
 - Knowledge on various types of shopping centres, industrial, commercial buildings and carparks, asset assessment and trade mix formulation
5. Law in Practice
- The judicial system of Hong Kong, the judicial authorities in relation to property management under the legal system in Hong Kong and the respective legal procedures
 - Litigations and mediation regarding property management
 - The Building Management Ordinance, contract law and other relevant laws related to property management industry
 - Legal requirements in composing various service contracts, management contract terms and execution of contract terms
 - Concept about common areas of estate / building & the role and responsibilities of property manager
6. Financial Management
- Building financial control, financial income and expenditure, record management and property insurance
 - Master different budgeting techniques, financial control and reporting techniques
 - Account audit procedures

	<p><u>7. Human Resources Management</u></p> <ul style="list-style-type: none"> ➤ Manpower needs recruitment, appraisal and training ➤ Quality property management service standards, property management ethics, discipline, appeal procedures and the policy on staff relationship ➤ Leadership, negotiate and persuasion and team management ➤ Occupational health and safety system in the workplace of property management ➤ Customer relationship management in property management
(10) QF Credits for the Competency Requirements	150 credits (based on UoCs mapping)
(11) Outcome Statements:	
a) Education Pathway:	<ul style="list-style-type: none"> ➤ Candidates who complete this qualification are able to proceed to qualification training at QF Level 6 in property management. ➤ Candidates who had acquired other competencies training at QF Level 5 might have already acquired partially of the required competencies for this qualification; in such, they may be exempted from this part of competencies training in this qualification.
b) Employment Pathway:	<ul style="list-style-type: none"> ➤ The training requirements for this qualification specialize the required skills and knowledge for the position of property manager. Learners who complete this qualification have acquired the competencies to carry out the job duties of property manager. To be a property manager, a candidate should have suitable years of relevant working experience and personal attributes for the position.

(1) Position		Senior Clubhouse Assistant
(2) Job Description		Handle customer services in clubhouse, carry out and monitor clubhouse activities and facilities usage, and follow up outstanding payments, etc.
(3) Job Competency Requirements		
1.	*Handle individual emergency case happened in clubhouse	PMZZEM302A
2.	*Prepare, promote and carry out activities in clubhouse	PMZZOS305A
3.	*Inspect on the management and use of clubhouse facility	PMZZFM301A
4.	*Collect cash income, bank in daily income and keep record	PMZZFN301A
5.	*Maintain teamwork to complete relevant tasks in clubhouse	PMZZHR302A
6.	*Carry out safety measures in clubhouse management works	PMZZHR303A
7.	*Carry out customer service duties in clubhouse	PMZZHR304A
* Wordings are revised from the existing UoCs. The original UoC title(s) could be referred by the UoC number.		
(4) Qualification Title		Certificate in Clubhouse Operation
(5) Qualification Level		QF Level 3
(6) Qualification Entry Requirement		(a) Complete two years of senior education or equivalent; or QF Pathway: (b) (i)Complete Level 2 QF recognized qualifications in related disciplines; or (ii)Attained Level 2 RPL qualifications in property management industry.
(7) Qualification Training Objective(s):		The qualification training is designed for candidate(s) who has acquired required education or professional qualification or Level 2 QF-recognized qualifications in property management industry. Though this training, candidate(s) can acquire the required knowledge and skills for the position of senior clubhouse assistant including knowledge on daily operation in clubhouse management, customer services and so on.

(8) Qualification Learning Outcome(s): (will)		Assessment Outcomes: (Can)	
QLO1	Handle clubhouse services	1.1	Interpret clubhouse environment management including security, cleaning and out-sourced contractors
		1.2	Examine the nature of incidents, organize incident record and compile incident report
		1.3	Carry out duties in accordance with ethical requirements in clubhouse and facilities services
QLO2	Handle clubhouse events and activities	2.1	Interpret specific contents of events held in clubhouse
		2.2	Interpret customers' needs to arrange activities, events, value-added services, food and beverage services, etc.
		2.3	Carry out tasks in various posts, and carry out duties during the activities
		2.4	Examine the demands of the customers, follow the performance pledge of the company to follow up with customers' enquiries and demands, or to refer them to the appropriate parties
QLO3	Assist to manage facilities in clubhouse	3.1	Examine the facilities in clubhouse and suggest supervisors on facilities maintenance and replacement
		3.2	Inspect the facilities and remind facilities' users to take note on pertinent matters
		3.3	Follow prescribed specifications to monitor the installations and use of the facilities
		3.4	Ensure equipment and facilities used conform to safety standards in the clubhouse
QLO4	Assist to manage clubhouse's income	4.1	Correctly count, verify and record petty cash income collected, retain complete record for submission to supervisors for verification and filing
		4.2	Follow up on outstanding payments and settlement of respective items
		4.3	Execute daily deposit operations according to procedures

Existing UoCs' Mapping with Certificate's Learning Outcomes (Senior Clubhouse Assistant)

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4
Management of the Property Environment	*Handle individual emergency cases happened in clubhouse	PMZZEM302A	✓			
Property Management Services for Owners, tenants and the Community	*Prepare, promote and carry out activities in clubhouse	PMZZOS305A		✓		
Facility Management	*Impact on the management and use of clubhouse facility	PMZZFM301A			✓	
Finance and Asset Management	*Collect, cash income, bank in daily income and keep record	PMZZFN301A				✓
Human Resources Management	*Maintain teamwork to complete relevant tasks in clubhouse	PMZZHR302A	✓			
	*Carry out safety measures in clubhouse management work	PMZZHR303A			✓	
	*Carry out customer service duties in clubhouse	PMZZHR304A		✓		

(9) Recommended Qualification Training Content(s)	<p><u>1. Clubhouse Services</u></p> <ul style="list-style-type: none"> ➤ Introduction to clubhouse services including security, cleaning and out-sourced contractors ➤ Relevant ordinance apply to clubhouse management ➤ Safety oversees and monitoring in clubhouse ➤ Emergency cases handling procedure, nature of incidents in clubhouse <p><u>2. Customers' Needs and Activities in Clubhouse</u></p> <ul style="list-style-type: none"> ➤ Customers' needs services in clubhouse ➤ Events and activities in clubhouse ➤ Interpersonal and communication skills ➤ Ethical requirements and teamwork in clubhouse operations <p><u>3. Facilities Services in Clubhouse</u></p> <ul style="list-style-type: none"> ➤ Different facilities services in clubhouse ➤ Facilities repair and maintenance ➤ Facilities usage and monitoring <p><u>4. Daily Accounting in Clubhouse</u></p> <ul style="list-style-type: none"> ➤ Accounting concepts on income and expenditure ➤ Daily cash management and record keeping ➤ Procedures in daily deposit operations
(10) QF Credits for the Competency Requirements	<p>18 credits (based on UoCs mapping)</p>

(11) Outcome Statements:	
a) Education Pathway:	<ul style="list-style-type: none"> ➤ Candidates who complete this qualification are able to proceed to the qualification training at QF Level 4 in clubhouse management. ➤ Candidates who had acquired the competencies by the RPL or other competencies training in QF Level 3 might have already acquired partially of the required competencies for this qualification; in such, they may be exempted from this part of competencies training in this qualification.
b) Employment Pathway:	<ul style="list-style-type: none"> ➤ The training requirements for this qualification specialize the required skills and knowledge for the position of senior clubhouse assistant. Learners who complete this qualification have acquired the competencies to carry out the job duties of senior clubhouse assistant. To be a senior clubhouse assistant, a candidate should have suitable years of relevant working experience and personal attributes for the position.

(1) Position		Clubhouse Officer
(2) Job Description		Provide quality services in clubhouse, assist to manage cultural and recreational activities and facilities in clubhouse, handle clubhouse finance, etc.
(3) Job Competency Requirements		
1.	*Handle emergency situations in clubhouse	PMZZEM402A
2.	*Master the skills in organizing and promoting clubhouse activities	PMZZOS405A
3.	*Manage clubhouse facilities	PMZZFM401A
4.	*Handle clubhouse financial income and expenses	PMZZFN401A
5.	*Provide on the job training for staff within the managed clubhouse	PMZZHR401A
6.	*Provide quality clubhouse management service	PMZZHR402A
7.	*Occupational safety and health management in clubhouse environment	PMZZHR403A
8.	*Customer services management in clubhouse	PMZZHR404A
9.	#Participate in regular owners’ meetings to report matters related to clubhouse	
* Wordings are revised from the existing UoCs. The original UoC title(s) could be referred by the UoC number. # New proposed competency requirements		
(4) Qualification Title		Certificate in Clubhouse Management
(5) Qualification Level		QF Level 4
(6) Qualification Entry Requirement		(a)(i) Obtain in the HKDSE examination Level 2 or above in 5 subjects, including Chinese Language and English Language or equivalent; or QF Pathway: (b)(i) Complete Level 3 QF recognized qualifications in related disciplines; or (ii) Attain Level 3 RPL in property management industry.
(7) Qualification Training Objective(s):		The qualification training is designed for candidate(s) who has acquired required education or professional qualification or Level 3 QF-recognized qualifications in property management industry. Though this training, candidate(s) can acquire the required knowledge and skills for the position of clubhouse officer including knowledge on daily clubhouse management duties, facilities repair and maintenance, clubhouse services, customer services, event management and so on.

(8) Qualification Learning Outcome(s): (will)		Assessment Outcomes: (Can)	
QLO1	Effectively monitor and coordinate property management services in clubhouse	1.1	Apply knowledge of relevant legislation and practices to monitor the clubhouse environment including cleanliness, security and other services
		1.2	Apply existing procedures and techniques to coordinate and handle emergency situations
		1.3	Provide improvement suggestions on emergency procedures
QLO2	Effectively monitor and coordinate customers' services clubhouse events and activities	2.1	Coordinate staff on the provision of quality customer service in order to effectively fulfill customers' needs
		2.2	Coordinate and prepare for events and activities in clubhouse
		2.3	Understand customers' needs on different types of events, activities and services in clubhouse
		2.4	Draft and propose events' and activities plans that suit customers' interest
		2.5	Reinforce communication and liaison with owners, tenants and clients through meetings, events and activities
QLO3	Effectively monitor and coordinate clubhouse facilities services	3.1	Arrange and apply the procedures in quotation seeking or tendering on procurement and maintenance of facilities
		3.2	Coordinate work of contractors and suppliers, including installation, inspections, maintenance and repair works
		3.3	Propose plans for facilities improvement and facilities replacement
QLO4	Handle clubhouse accounts	4.1	Verify various types of income and petty cash data, carry out daily deposit operations and keep files
		4.2	Calculate outstanding payments and manage recovery procedures such as small claims
QLO5	Assist in staff management in clubhouse	5.1	Apply and integrate manpower planning in clubhouse for arranging staff training, performance appraisal and recruitment
		5.2	Lead subordinate to provide clubhouse services in a safety manner

Existing UoCs' Mapping with Certificate's Learning Outcomes (Clubhouse Officer)

UoC Category	UoCs' Title	UoC Code	Lo1	Lo2	Lo3	Lo4	Lo5
Management of the Property Environment	*Handle emergency situations in clubhouse	PMZZEM402A	✓				
Property Management Services for Owners, tenants and the Community	*Master the skills in organizing and promoting clubhouse activities	PMZZOS405A		✓			
Facility Management	*Manage clubhouse facility	PMZZFM401A			✓		
Finance and Asset Management	*Handle clubhouse financial income and expenses	PMZZFN401A				✓	
Human Resources Management	*Provide on the job training for staff within the managed clubhouse	PMZZHR401A					✓
	*Provide quality clubhouse management service	PMZZHR402A					✓
	*Occupational safety and health management in clubhouse environment	PMZZHR403A					✓
	*Customer Services management	PMZZHR404A					✓
	#Participate in regular owners' meetings to report matters related to clubhouse				✓		

(9) Recommended Qualification Training Content(s)	<ol style="list-style-type: none"> 1. <u>Management of Clubhouse Environment</u> <ul style="list-style-type: none"> ➤ Concepts, functions and principles of clubhouse management ➤ Relevant ordinances apply to clubhouse management ➤ Risk and crisis management concepts for clubhouse management ➤ Emergency cases handling procedure, nature of incidents in clubhouse ➤ Improvement plan on clubhouse environment and emergency procedures 2. <u>Customers' Services and Activities in Clubhouse</u> <ul style="list-style-type: none"> ➤ Concepts of quality standards and provision of quality customer services ➤ Customers' needs in clubhouse ➤ Opinion collecting and marketing data analysis ➤ Events and activities provision in clubhouse ➤ Communication and liaison skills ➤ Owners' meeting 3. <u>Facilities Services Management in Clubhouse</u> <ul style="list-style-type: none"> ➤ Facilities services in clubhouse ➤ Facilities repair and maintenance procedures ➤ Facilities procurement procedures ➤ Management of out-sourced contractors in the provision of facilities services in clubhouse ➤ Legislation and technical standards in monitoring facilities services 4. <u>Financial Accounts in Clubhouse</u> <ul style="list-style-type: none"> ➤ Accounting concepts on income and expenditure ➤ Daily cash management and record keeping ➤ Daily deposit operations and credit control handling methods ➤ Legal procedures on small claims 5. <u>Staff Management in Clubhouse</u> <ul style="list-style-type: none"> ➤ Manpower planning and training in clubhouse ➤ Effective methods on performance evaluation and staff relationship ➤ Occupational health and safety in clubhouse
(10) QF Credits for the Competency Requirements	30 credits (based on UoCs mapping)

(11)Outcome Statements:	
a) Education Pathway:	<ul style="list-style-type: none"> ➤ Candidates who complete this qualification are able to proceed to the qualification training at QF Level 5 in clubhouse management. ➤ Candidates who had acquired the competencies by RPL or other competencies training in QF Level 4 might have acquired partially of the required competencies for this qualification; in such, they may be exempted from this part of competencies training in this qualification.
b) Employment Pathway:	<ul style="list-style-type: none"> ➤ The training requirements for this qualification specialize the required skills and knowledge for the position of clubhouse officer. Learners who complete this qualification have acquired the competencies to carry out the job duties of clubhouse officer. To be a clubhouse officer, a candidate should have suitable years of relevant working experience and personal attributes for the position.



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