

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

Functional Area - Facility Management relating to a Property

Title	Handle incidents in carpark and loading area according to particular circumstances
Code	110534L2
Range	General practices of control on carpark and loading areas, applicable to frontline staff in performing relevant procedures in response to incidents
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand codes of practice of carpark and loading areas</p> <ul style="list-style-type: none"> <li>• Understand the code of practice for control of carpark and loading areas</li> <li>• Understand the established procedures for handling various types of incidents</li> </ul> <p>2. Perform control measures on carpark and loading areas</p> <ul style="list-style-type: none"> <li>• Be able to patrol and inspect carpark and loading bays, to stop and follow up on any violations immediately according to the established procedures</li> <li>• Be able to independently carry out the control of the carpark, unloading areas and ancillary facilities in accordance with the established procedures, including access control, time control, crowd/logistics/traffic control, environmental health and safety control, etc., and implement the relevant codes and guidelines effectively</li> <li>• Be able to respond to accidents that occur in carpark and loading areas, choose appropriate methods and procedures to handle the case, seek instructions and support from superiors when needed</li> <li>• Be able to report incidents in the parking space or unloading areas to superiors in a timely and accurate manner</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be able to understand the code of practice for control of carpark and loading areas, understand the established procedures for handling various types of incidents; and</li> <li>• Be able to independently perform the control of the carpark, unloading areas and ancillary facilities in accordance with the established procedures, select appropriate methods and procedures to deal with accidents that occur in carpark and loading areas effectively.</li> </ul>
Remark	