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

## Functional Area - Facility Management relating to a Property

Code         110547L4           Range         Management of information technology and smart facilities, applicable to management of the application and updating of information technology and management of smart facilities           Level         4           Credit         6           Competency         Performance Requirements           1. Thoroughly understand information technology and smart facilities           •         Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities           •         Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities           •         Thoroughly inderstand the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, customer relationship management systems, point of sales systems, or other related systems           •         Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect and consolidate information or data generated by information technology system or smart facility management systems, and the methods to colle and consolidate information and updating of the information technology system or smart facility management of buildings and facilities, and the methods to colle and consolidate information and updating of the information techno	Title	Manage the application and update on information technology and manage the smart facilities
Range         Management of information technology and smart facilities, applicable to management of the application and updating of information technology and management of smart facilities           Level         4           Credit         6           Competency         Performance Requirements           1. Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities           •         Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities           •         Be able to manage the application of information modelling, building sand facilities, such as building facilities automatic management systems, security systems, material or procurement systems, customer relationship management systems, building applications for customers, customer relationship management systems, point of sales systems, or other related systems           •         Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.           3. Collect and consolidate information         •         Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate information and make suggestions for improvement technology system for management of buildings and facilities, and the methods to colle and consolidate information and updatin		
Credit         6           Competency         Performance Requirements           1. Thoroughly understand information technology and smart facilities <ul> <li>Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities</li> <li>Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities</li> </ul> 2. Execute management of information technology and smart facilities               a. Be able to manage the application of information technology systems, in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems           Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.           3. Collect and consolidate information                  Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement           Assessment Criteria         The integral outcome requirements of this UoC are:                  Be able to understand thoroughly the applicat	Range	Management of information technology and smart facilities, applicable to management of the
Competency         Performance Requirements           1. Thoroughly understand information technology and smart facilities <ul> <li>Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities</li> <li>Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities</li> </ul> 2. Execute management of information technology and smart facilities               a Be able to manage the application of information technology systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems               b Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.               3. Collect and consolidate information               Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement             Assessment Criteria         The integral outcome requirements of this UoC are: <ul> <li>Be able to understand thoroughly the application and updating of the information technology system for manage</li></ul>	Level	4
<ul> <li>1. Thoroughly understand information technology and smart facilities</li> <li>Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities</li> <li>Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities</li> <li>Execute management of information technology and smart facilities</li> <li>Be able to manage the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems</li> <li>Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.</li> <li>Collect and consolidate information</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement</li> </ul>	Credit	6
other related systems for management of buildings and facilities         Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities         2. Execute management of information technology and smart facilities         Be able to manage the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems         Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.         3. Collect and consolidate information         Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement         Assessment Criteria       The integral outcome requirements of this UoC are:         Be able to understand thoroughly the application and updating of the information technology systems for management of buildings and facilities, he able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the systems for management of buildings and facilities, be able to contact relevant departments or consolidate reports and make suggestions for improvement	Competency	
<ul> <li>Be able to manage the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems</li> <li>Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure or data Leakage, etc.</li> <li>Collect and consolidate information</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement</li> </ul> Assessment Criteria The integral outcome requirements of this UoC are: <ul> <li>Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, be able to colle and consolidate information and updata;</li> <li>Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and <ul> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> </ul></li></ul>		<ul><li>other related systems for management of buildings and facilities</li><li>Thoroughly understand the methods to collect and consolidate data generated from</li></ul>
facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems         Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure o data Leakage, etc.         3. Collect and consolidate information         Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement         Assessment Criteria       The integral outcome requirements of this UoC are:         Be able to manage the application and updating of the information technology system for management of buildings and facilities, and the methods to colle and consolidate information and data;         Be able to manage the application and updating of the information technology systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and         Be able to collect and consolidate information or data generated by information technology system or smart facility management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and		2. Execute management of information technology and smart facilities
<ul> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement</li> <li>Assessment Criteria</li> <li>The integral outcome requirements of this UoC are:         <ul> <li>Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to colle and consolidate information and data;</li> <li>Be able to manage the application and updating of the information technology systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make</li> </ul> </li> </ul>		<ul> <li>facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems</li> <li>Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure or</li> </ul>
<ul> <li>technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement</li> <li>Assessment Criteria</li> <li>The integral outcome requirements of this UoC are:         <ul> <li>Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to colle and consolidate information and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make</li> </ul> </li> </ul>		3. Collect and consolidate information
<ul> <li>Criteria</li> <li>Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to colle and consolidate information and data;</li> <li>Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make</li> </ul>		technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well
<ul> <li>Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to colle and consolidate information and data;</li> <li>Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make</li> </ul>	Assessment Criteria	The integral outcome requirements of this UoC are:
		<ul> <li>technology system for management of buildings and facilities, and the methods to collect and consolidate information and data;</li> <li>Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make</li> </ul>
Remark	Remark	· · · ·