

PMSA's assessment criteria for educational program designed according to the units of competency for property manager under the Vocational Qualification Pathway (VQP) of the Hong Kong Qualification Framework

A functional area is not considered covered by the program unless the number of competency requirements under that functional area meets or exceeds that specified by the PMSA:

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered the Units of Competency under the Main Items in red, a total of 6 units
Management of the Environment of a Property	Security Management & Service	1.	Formulate and plan the security operations and improvement on risk and safety management	✓
	Crisis & Emergency Handling	2.	Formulate and evaluate the crisis management and emergency handling measures	✓
	Safe Environment	3.	Formulate and maintain a sound system and effective measures on the safety of the environment	✓
	Control on Cleanliness	4.	Plan as a whole on the control on cleanliness and risk management	✓
	Arboriculture & horticulture - Beautify, Cultivation & Caring	5.	Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works	
	Control on Private Road & Carpark	6.	Plan as a whole on private road and carpark control, and improvement	
	Environmental Protection	7.	Plan as a whole the environmental protection works and improve the management	✓
	Management of Outsourcing	8.	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	✓

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered all Unit of Competency, a total of 3 units
Repair, Maintenance & Improvement of a Property	Daily & Periodic Maintenance	1.	Plan and manage the repair and maintenance works of the building, building facilities and services	✓
	Improvement & Enhancement of System & Installation	2.	Formulate and pursue feasible plans on improvements and enhancements to building, building facilities and services, and energy efficiency	✓
	Purchasing & Outsourcing	3.	Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	✓

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered the Units of Competency under the Main Items in red, a total of 5 units
Property Management Services for Owners, Tenants & the Community	Management Services & Communication	1.	Assist owners or tenants in formation of owners' or tenants' organisation and handle property management work in concerted efforts	✓
	Owners' Meeting	2.	Formulate standing orders and chair meetings	✓
	Insurance Arrangement & Risk Management	3.	Devise and develop insurance coverage and terms of the policy	✓
	Quality Management	4.	Formulate the procedure of quality management and plan on related accreditation scheme	✓
	Shopping Centre, Cultural, Recreational & Community Activities	5.	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	
	Pre-management, Takeover & Handover	6.	Plan as a whole on the tendering, pre-management, takeover and handover related matters	
	Leasing	7.	Consolidate trade mix and manage leasing matters	
	Customer Services & Community Relations	8.	Plan on customer services management, promote community relations management, and relations with owners' organisation	✓

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Functional Areas	Main Items	Unit of Competency		Covered the Units of Competency under the Main Items in red, a total of 3 units
Facility Management relating to a Property	Club House, Cultural & Recreational facilities	1.	Plan the improvement and enhancement programme for club house, cultural and recreational facilities	✓
		2.	Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	✓
	Shopping Centre, Industrial, Commercial & Other Premises	3.	Undertake asset assessment and facilities management of shopping centre and other premises including commercial and industrial buildings	
	Carpark & Loading Areas	4.	Plan as a whole the control measures of a carpark and a loading area	
	Management of Space & Venues	5.	Plan as a whole on the management of space and venues and set up the rules and procedures	
	Application of Information Technology & Management of Smart Facilities	6.	Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	✓

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered all Unit of Competency, a total of 4 units
Law in Practice relating to a Property	The Government & Legal System	1.	Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	✓
	Contractual Arrangement	2.	Write service contract and determine the contract terms, and manage the execution of contract	✓
	Legal Services & Practices	3.	Well-familiar with the property management services related ordinances in order to plan on the management works and procedures	✓
	Licence	4.	Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement	✓

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered all Unit of Competency , a total of 5 units
Finance and Asset Management relating to a Property	Daily Income & Expenditure	1.	Monitor financial and leasing income and expenses	✓
		2.	Plan on the control and procedures on handling outstanding payments	✓
	Asset Management & Financial Control	3.	Formulate annual budget, arrange account audit and plan on asset management	✓
	Procurement & Tendering	4.	Plan as a whole on the arrangements on procurement and tendering	✓
	Inventory Control	5.	Plan on the procedures and management of inventory control	✓

		Competency Standards of Property Manager under VQP		Minimum number of Unit of Competency required
Functional Areas	Main Items	Unit of Competency		Covered the Units of Competency under the Main Items in red, a total of 2 units
Human Resources Management relating to a Property	Human Resources Planning, Recruitment and Training	1.	Plan the overall human resources management, training and performance appraisal scheme	✓
	Teamwork & Leadership	2.	Formulate the plan on continuous improvement on the teams' services standard	
	Occupational Health & Safety	3.	Formulate the standards and guidelines on occupational health and safety	✓