

## PMSA's assessment criteria for educational program designed according to the units of competency for property officer 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 Officer 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.	Undertake the management of security operation, risk management and planning for improvement	✓
	Crisis & Emergency Handling	2.	Manage the crisis and emergency situations	✓
	Safe Environment	3.	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	✓
	Control on Cleanliness	4.	Monitor and improve the conditions of cleanliness and management of risk	✓
	Arboriculture & horticulture - Beautify, Cultivation & Caring	5.	Monitor the caring, safety and management of arboriculture and horticulture works	
	Control on Private Road & Carpark	6.	Monitor and manage the works on private road and carpark control, and improve the conditions	
	Environmental Protection	7.	Monitor and manage environmental protections works and improve the conditions	✓
	Management of Outsourcing	8.	Manage the service contractors and monitor the service quality	✓

		<b>Competency Standards of Property Officer under VQP</b>		<b>Minimum number of Unit of Competency required</b>
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.	Manage the operational repair and maintenance works of the building, building facilities and services	✓
	Improvement & Enhancement of System & Installation	2.	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	✓
	Purchasing & Outsourcing	3.	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	✓

		Competency Standards of Property Officer 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
Property Management Services for Owners, Tenants & the Community	Management Services & Communication	1.	Coordinate with owners, tenants and customers on property management work	✓
	Records & Reports	2.	Write management report, monitor the documentation and records	✓
	Owners' Meeting	3.	Arrange meetings for owners, tenants and customers	✓
	Insurance Arrangement & Risk Management	4.	Handle matters relating to insurance claims	✓
	Quality Management	5.	Implement professional quality management and accreditation	✓
	Shopping Centre, Cultural, Recreational & Community Activities	6.	Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	
	Pre-management, Takeover & Handover	7.	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	
	Leasing	8.	Handle lease management matters and liaise with tenants	
	Customer Services & Community Relations	9.	Manage customer services, media and community relations	✓

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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.	Manage club house, cultural and recreational facilities	✓
		2.	Manage the customer relations and activities of club house	✓
	Shopping Centre, Industrial, Commercial & Other Premises	3.	Manage the facilities of shopping centre and other premises including commercial and industrial buildings	
	Carpark & Loading Areas	4.	Monitor the use of carpark and loading area	
	Management of Space & Venues	5.	Manage the space and venues	
	Application of Information Technology & Management of Smart Facilities	6.	Manage the application and update on information technology and manage the smart facilities	✓

		<b>Competency Standards of Property Officer under VQP</b>		<b>Minimum number of Unit of Competency required</b>
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.	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	✓
	Contractual Arrangement	2.	Draft specifications for property management services contract, and execute the contract	✓
	Legal Services & Practices	3.	Well-understand and apply industry related ordinances in property management services	✓
	Licence	4.	Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	✓

		<b>Competency Standards of Property Officer under VQP</b>		<b>Minimum number of Unit of Competency required</b>
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.	Handle financial and leasing income and expenses, and the related statements	✓
		2.	Take legal actions against outstanding payments	✓
	Asset Management & Financial Control	3.	Handle account statements, balance sheets and carry out asset management	✓
	Procurement & Tendering	4.	Execute and monitor on the procurement and tendering matters	✓
	Inventory Control	5.	Execute the inventory control procedures	✓

		<b>Competency Standards of Property Officer under VQP</b>		<b>Minimum number of Unit of Competency required</b>
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.	Manage the manpower, training and performance appraisal within the property managed	✓
	Teamwork & Leadership	2.	Lead the teams in the provision of quality services	
	Occupational Health & Safety	3.	Manage risk assessment, occupational health and safety	✓