

Cluster Code	QF Level	Cluster Title	Years of Working Experience and relevant experience	能力單元編號	Units of Competency	Credit	Assessment Method	Assessment Fee
PM001L3	3	Management of Security Operational Work	Five years experience in property management industry, of which not less than three years in security operational work (experience in supervising security operations is required)	110411L3	Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties	3	Written Test	\$750
				110439L3	Supervise subordinates to carry out works on private road and carpark control	3		
				110417L3	Supervise subordinates in handling hazardous and emergency cases	3		
				110535L3	Lead subordinates in carrying out carpark and loading area control work	2		
				110588L3	Assign appropriate staff for different posts and shifts, induction and on-the-job training	2		
				110512L3	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	2		
PM001L4	4	Management of Security Operational Work	Six years experience in property management industry, of which not less than four years in security operational work (experience in supervising security operations is required)	110412L4	Undertake the management of security operation, risk management and planning for improvement	6	Interview and Written Test	\$1,200
				110440L4	Monitor and manage the works on private road and carpark control, and improve the conditions	3		
				110444L4	Monitor and manage environmental protections works and improve the conditions	3		
				110418L4	Manage the crisis and emergency situations	3		
				110536L4	Monitor the use of carpark and loading area	3		
				110589L4	Manage the manpower, training and performance appraisal within the property managed	6		
				110513L4	Manage customer services, media and community relations	3		
PM002L3	3	Management of Cleaning Work	Five years experience in property management industry, of which not less than three years in cleaning work management (experience in supervising cleaning work is required)	110429L3	Supervise subordinates to carry out works of control on cleanliness and pest, prevention of spread of diseases, and safety measures	3	Interview	\$890
				110417L3	Supervise subordinates in handling hazardous and emergency cases	3		
				110588L3	Assign appropriate staff for different posts and shifts, induction and on-the-job training	2		
PM002L4	4	Management of Cleaning Work	Six years experience in property management industry, of which not less than four years in cleaning work management (experience in supervising cleaning work is required)	110430L4	Monitor and improve the conditions of cleanliness and management of risk	3	Interview and Written Test	\$1,200
				110589L4	Manage the manpower, training and performance appraisal within the property managed	6		
PM003L3	3	Management of Gardening Work	Five years experience in property management industry, of which not less than three years in gardening work management (experience in supervising gardening work is required)	110434L3	Supervise subordinates to carry out various arboriculture and horticulture works, beautification, caring, safety and documentary works	3	Interview	\$890
				110588L3	Assign appropriate staff for different posts and shifts, induction and on-the-job training	2		
				110595L3	Supervise the teams to complete tasks	2		
				110512L3	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	2		
PM003L4	4	Management of Gardening Work	Six years experience in property management industry, of which not less than four years in gardening work management (experience in supervising gardening work is required)	110435L4	Monitor the caring, safety and management of arboriculture and horticulture works	6	Interview and Written Test	\$1200
				110568L4	Handle financial and leasing income and expenses, and the related statements	3		
				110589L4	Manage the manpower, training and performance appraisal within the property managed	6		
				110596L4	Lead the teams in the provision of quality services	3		

PM004L3	3	Management of Building Repair and Maintenance Works	Five years experience in property management industry, of which not less than three years in building repair and maintenance works management (experience in supervising building repair and maintenance works is required)	110456L3	Organize and check the repair and maintenance works of the building, building facilities and services	3	Written Test	\$750
				110461L3	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	3		
				110468L3	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	2		
				110423L3	Supervise subordinates to Carry out the safe environment measures of a property	3		
				110417L3	Supervise subordinates in handling hazardous and emergency cases	3		
				110601L3	Lead subordinates to carry out safety measures in work	2		
PM004L4	4	Management of Building Repair and Maintenance Works	Six years experience in property management industry, of which not less than four years in building repair and maintenance works management (experience in supervising building repair and maintenance works is required)	110457L4	Manage the operational repair and maintenance works of the building, building facilities and services	6	Interview and Written Test	\$1200
				110462L4	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	6		
				110469L4	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	3		
				110424L4	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	3		
				110418L4	Manage the crisis and emergency situations	3		
				110602L4	Manage risk assessment, occupational health and safety	3		
PM005L3	3	Management of Customer Services	Five years experience in property management industry, of which not less than three years in customer services (experience in customer services is required)	110461L3	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	3	Written Test	\$750
				110468L3	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	2		
				110423L3	Supervise subordinates to Carry out the safe environment measures of a property	3		
				110417L3	Supervise subordinates in handling hazardous and emergency cases	3		
				110528L3	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings	3		
				110567L3	Lead subordinates to handle petty cash income and expenses	3		
				110571L3	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	2		
				110588L3	Assign appropriate staff for different posts and shifts, induction and on-the-job training	2		
				110595L3	Supervise the teams to complete tasks	2		
				110601L3	Lead subordinates to carry out safety measures in work	2		
				110552L3	Supervise subordinates to liaise with relevant organisations in dealing with property management	3		
				110474L3	Supervise and arrange frontline management services for owners, tenants and customers	2		
				110481L3	Verify and follow up on the records and reports	3		
				110483L3	Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers	2		
				110486L3	Collect data for insurance claims	2		
				110496L3	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities	2		
110501L3	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	3						
110512L3	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	2						

PM005L4	4	Management of Customer Services	Six years experience in property management industry, of which not less than four years in customer services (experience in customer services is required)	110462L4	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	6	Interview and Written Test	\$1200
				110469L4	Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	3		
				110424L4	Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	3		
				110418L4	Manage the crisis and emergency situations	3		
				110529L4	Manage the facilities of shopping centre and other premises including commercial and industrial buildings	6		
				110568L4	Handle financial and leasing income and expenses, and the related statements	3		
				110572L4	Take legal actions against outstanding payments	3		
				110574L4	Handle account statements, balance sheets and carry out asset management	6		
				110589L4	Manage the manpower, training and performance appraisal within the property managed	6		
				110596L4	Lead the teams in the provision of quality services	3		
				110602L4	Manage risk assessment, occupational health and safety	3		
				110553L4	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	3		
				110561L4	Well-understand and apply industry related ordinances in property management services	6		
				110556L4	Draft specifications for property management services contract, and execute the contract	3		
				110475L4	Coordinate with owners, tenants and customers on property management work	3		
				110484L4	Arrange meetings for owners, tenants and customers	6		
				110487L4	Handle matters relating to insurance claims	3		
				110491L4	Implement professional quality management and accreditation	3		
110497L4	Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	3						
110502L4	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	6						
110513L4	Manage customer services, media and community relations	3						
PM006L3	3	Management of Leasing Services	Five years experience in property management industry, of which not less than three years in leasing services (experience in leasing services is required)	110567L3	Lead subordinates to handle petty cash income and expenses	3	Written Test	\$750
				110571L3	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	2		
				110595L3	Supervise the teams to complete tasks	2		
				110552L3	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	3		
				110474L3	Supervise and arrange frontline management services for owners, tenants and customers	2		
				110506L3	Lead subordinates in handling lease management matters and enforcement of lease terms	3		
				110512L3	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	2		

PM006L4	4	Management of Leasing Services	Six years experience in property management industry, of which not less than four years in leasing services (experience in leasing services is required)	110568L4	Handle financial and leasing income and expenses, and the related statements	3	Interview and Written Test	\$1200
				110572L4	Take legal actions against outstanding payments	3		
				110574L4	Handle account statements, balance sheets and carry out asset management	6		
				110596L4	Lead the teams in the provision of quality services	3		
				110553L4	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	3		
				110475L4	Coordinate with owners, tenants and customers on property management work	3		
				110507L4	Handle lease management matters and liaise with tenants	3		
				110513L4	Manage customer services, media and community relations	3		
PM007L3	3	Management of Club House Services	Five years experience in property management industry, of which not less than three years in club house services management (experience in supervising club service operations is required)	110417L3	Supervise subordinates in handling hazardous and emergency cases	3	Written Test	\$750
				110518L3	Monitor the usage and set-up of club house, cultural and recreational facilities	2		
				110567L3	Lead subordinates to handle petty cash income and expenses	3		
				110571L3	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	2		
				110588L3	Assign appropriate staff for different posts and shifts, induction and on-the-job training	2		
				110601L3	Lead subordinates to carry out safety measures in work	2		
				110552L3	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	3		
				110474L3	Supervise and arrange frontline management services for owners, tenants and customers	2		
110512L3	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	2						
PM007L4	4	Management of Club House Services	Six years experience in property management industry, of which not less than four years in club house services management (experience in supervising club service operations is required)	110418L4	Manage the crisis and emergency situations	3	Interview and Written Test	\$1200
				110519L4	Manage club house, cultural and recreational facilities	3		
				110568L4	Handle financial and leasing income and expenses, and the related statements	3		
				110574L4	Handle account statements, balance sheets and carry out asset management	6		
				110589L4	Manage the manpower, training and performance appraisal within the property managed	6		
				110602L4	Manage risk assessment, occupational health and safety	3		
				110553L4	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	3		
				110475L4	Coordinate with owners, tenants and customers on property management work	3		
110513L4	Manage customer services, media and community relations	3						