

Property Management – Specification of Competency Standards**Unit of Competency****Functional Area : Property Management Services for Owners,
Tenants and the Community (Quality Management)**

1. Name	Provision of professional quality management services	
2. Code	PMZZOS404A	
3. Range	Carry out customer services and out-sourced services according to quality management procedures	
4. Level	4	
5. Credit	6	
6. Competency	<u>Performance Requirement</u>	
	6.1 Understand quality assurance procedures	<ul style="list-style-type: none"> ● Understand quality assurance procedures and requirements, and the specifications on quality management of outsourced services
	6.2 Execution of quality management	<ul style="list-style-type: none"> ● Able to assist in compiling contractor list for out-sourced services and appoint contractor according to tender procedures; and to monitor systematically contractors' management works and out-sourced services contract works ● Able to maintain service quality standards and monitor the execution of services
7. Assessment Guidelines	<p>The integral outcome requirements are:</p> <p>(i) Able to understand quality management procedures and standards, and apply quality management procedures in handling predictable or non-routine management works</p> <p>(ii) Able to effectively monitor the results of quality management, and through internal instructions develop work standards according to the nature of work, and to provide supervision in order to maintain quality service standards</p>	
8. Remarks		