Qualifications Framework - Journey in Hong Yip

Dr. Aaron Chiang
Head of Human Resources and Administration
Agenda

A. Background and Company Profile
B. Hong Yip People Development Academy
C. QF in Property Management Industry
D. QF Development Progress in Hong Yip
   1) QF- Recognized Programmes
   2) Recognition of Prior Learning (RPL)
E. Collaboration with Tertiary Institutions
F. Credit Accumulation and Transfer System (CAT)
   1) Collaboration with Caritas
   2) Collaboration with IVE of VTC
G. Career Prospect in Property Management Industry
A. Company Profile

• A member of Sun Hung Kai Properties Group

• Established in 1967 as one of the leading property and facilities management companies in Hong Kong

• Manage around 2,000 premises with over 150,000 units

• Over 12,000 staff in the Group with above 7,000 in Hong Yip
A. Company Profile

VISION

"To Be Asia's Best Estate and Lifestyle Management Company."

MISSION

"To Deliver the Most Ideal One Stop Estate and Lifestyle Management Services for Our Customers."

VALUES

"Customer Focus, Striving for Unrivalled Service Quality and Best Value."
B. Hong Yip People Development Academy

- With the firm belief that staff is the most important asset in the company, the management set up the “Hong Yip People Development Academy” in 2007
  
  - To enrich our staff on knowledge and skills for providing quality and professional services
  
  - To achieve our corporate vision “To be Asia’s Best Estate and Lifestyle Management Company”.
B. Hong Yip People Development Academy

Structure of
Hong Yip People Development Academ

Council
Chairman: Mr. Alkin Kwong
Director: Mr. Edmund Kwok, Mr. KO Wong, Ms. Cimmy Yuen
Principle: Dr. Aaron Chiang

Management Committee
Principle, Vice Principle, Representative of each training school/centre

Supervisor/Staff
Mystery Shopper
Student

Feedback
Advice
Support

Quality Management Committee
Secretariat

Horticulture Training School
Clubhouse and Facilities Management Training Centre
Occupational Safety and Health Training Centre
Management Training Centre
Security Training Centre
B. Hong Yip People Development Academy

• Function:
  ➢ To render advice to the Council ensure the provision of quality of QF-accredited training programmes

• Membership:
  ➢ Member of Quality Management Committee:
    3 internal members include:
    - Dr. Aaron Chiang (Principal)
    - Mr. Samuel Kwok (Vice Principal)

    6 external members include:
    - Professor Reggie Kwan (Principle of Caritas Bianchi College of Careers and Caritas Institute of Higher Education)

  ➢ Secretariat:
    - Training and Development section of Hong Yip Service Co. Ltd.
1. HKQF: Background and Objectives

- HKQF: a policy initiative of the Education Bureau of the HKSAR Government to respond to the growth of a knowledge-based economy and to enhance competitiveness of the workforce; the Qualifications Framework Secretariat (QFS) is its executive arm to implement QF in industries in Hong Kong

- Proliferation of various qualifications and the need for a common benchmark on quality and recognition

- Official launch in 2008

- Major objectives -
  * establish an effective platform to support lifelong learning
  * enhance capability and competitiveness of local workforce
1. HKQF: Main Features

- A **unitary framework** covering academic, vocational, continuing education sectors

- Characteristics of **HKQF**:
  - **7 levels** defined by
  - **Generic Level Descriptors (GLD)**
  - **Outcome-based approach**
  - **Standardised award titles**
  - Indication of **QF credit values**
  - All qualifications are **quality assured**
  - HKQF-recognized qualifications on **Qualifications Register**
## C. QF in Property Management Industry

### 1. HKQF: A Unitary Framework

<table>
<thead>
<tr>
<th>Academic Sector</th>
<th>QF Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctorate Degree</td>
<td>Level 7</td>
</tr>
<tr>
<td>Master Degree</td>
<td>Level 6</td>
</tr>
<tr>
<td>Bachelor Degree</td>
<td>Level 5</td>
</tr>
<tr>
<td>Associate Degree/Higher Diploma</td>
<td>Level 4</td>
</tr>
<tr>
<td>Secondary 7 / DSE / Diploma</td>
<td>Level 3</td>
</tr>
<tr>
<td>Secondary 5 / Diploma</td>
<td>Level 2</td>
</tr>
<tr>
<td>Secondary 3 / Certificate</td>
<td>Level 1</td>
</tr>
</tbody>
</table>

To be further developed under QF e.g. articulated learning pathways.
C. QF in Property Management Industry

1. 20 ITACs / CITAC

- Printing & Publishing
- Watch & Clock
- Chinese Catering
- Automotive
- Property Management
- Electrical & Mechanical Services
- Information & Communications Technology
- Jewellery
- Beauty and Hairdressing
- Logistics
- Banking
- Testing & Certification
- Import & Export
- Retail
- Elderly Care Service
- Manufacturing Technology (Tooling, Metals & Plastics)
- Security Services
- Human Resource Management
- Employers
- Employees
- Professional Bodies

ITAC
1. What is SCS?

- Specification of Competency Standards (SCS) is a whole set of competency requirements and outcome standards at various QF levels for a specific industry or industry sector.

- SCS is made up of Units of Competency (UoCs) that are competency-based with threshold standards; each UoC is designated a QF level and an indicative credit size.

- SCS is developed with extensive industry consultation and consensus, representing competency standards and good practices of the trade/industry.

- Apart from SCS, the Government has also produced a set of Specification of Generic (Foundation) Competences (SGC), covering 4 strands of subject: English, Chinese, Numeracy and IT.
### C. QF in Property Management Industry

2. Property Management Industry

《Specification of Competency Standards》(SCS):

<table>
<thead>
<tr>
<th>1) Management of the Property Environment</th>
<th>4) Facility Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>2) Building Repair and Maintenance / Improvement and Enhancement</td>
<td>5) Law in Practice</td>
</tr>
<tr>
<td>3) Property Management Services for Owners, Tenants and the Community</td>
<td>6) Finance and Asset Management</td>
</tr>
<tr>
<td></td>
<td>7) Human Resources Management</td>
</tr>
</tbody>
</table>
# C. QF in Property Management Industry

## 2. Property Management Industry

《Specification of Competency Standards》(SCS) :  

### Functional Area : Human Resources Management

<table>
<thead>
<tr>
<th>Main Items</th>
<th>QF Level</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Human Resources Planning, Recruitment and Training</td>
<td></td>
<td>Suggest on workload of each post, manpower and training need</td>
<td>Assign appropriate staff to be on duty at different posts, arrange shift duties and on-the-job training</td>
<td>Manpower planning and training for staff within the property managed</td>
<td>Conduct overall human resources planning for property management division</td>
<td>Conduct overall planning on human resources development in property management</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PMZZHR201A Credit : 1.5 p. 148</td>
<td>PMZZHR301A Credit : 1.5 p. 143</td>
<td>PMZZHR401A Credit : 6 p. 144</td>
<td>PMZZHR501A Credit : 6 p. 145</td>
<td>PMZZHR601A Credit : 9 p. 146</td>
<td></td>
</tr>
<tr>
<td>(B) Teamwork and Leadership</td>
<td></td>
<td>Complete tasks by cooperation among a property management team</td>
<td>Work in accord with colleagues</td>
<td>Supervise a property management team to complete relevant tasks</td>
<td>Lead the team in the provision of quality property management service</td>
<td>Plan on continuous improvement of property management service standard</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PMZZHR101A Credit : 1 p. 147</td>
<td>PMZZHR202A Credit : 1.5 p. 148</td>
<td>PMZZHR302A Credit : 3 p. 149</td>
<td>PMZZHR402A Credit : 3 p. 150</td>
<td>PMZZHR502A Credit : 6 p. 151</td>
<td></td>
</tr>
<tr>
<td>(C) Occupational Safety</td>
<td></td>
<td>Carry out daily property management duties in a safe manner</td>
<td>Create a safe work environment of property management</td>
<td>Lead subordinates to carry out safety measures in property management work</td>
<td>Occupational safety and health management in a property management environment</td>
<td>Plan on measures for occupational health and safety in a property management environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PMZZHR102A Credit : 1 p. 152</td>
<td>PMZZHR203A Credit : 1.5 p. 153</td>
<td>PMZZHR303A Credit : 1.5 p. 154</td>
<td>PMZZHR403A Credit : 3 p. 155</td>
<td>PMZZHR503A Credit : 6 p. 156</td>
<td></td>
</tr>
<tr>
<td>(D) Customer Services and Public Relations</td>
<td></td>
<td>Carry out daily customer service and hospitality duties</td>
<td>Carry out customer services duties in accordance with the need of customers</td>
<td>Lead subordinates to carry out customer service duties</td>
<td>Customer services management</td>
<td>Plan on customer services with owners' organizations</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PMZZHR103A Credit : 1 p. 157</td>
<td>PMZZHR204A Credit : 1.5 p. 158</td>
<td>PMZZHR304A Credit : 3 p. 159</td>
<td>PMZZHR404A Credit : 6 p. 160</td>
<td>PMZZHR504A Credit : 9 p. 161</td>
<td></td>
</tr>
</tbody>
</table>
## C. QF in Property Management Industry

### 2. Property Management Industry

#### 《Specification of Competency Standards》 (SCS) :

**Property Management -- Specification of Competency Standards**  
**Unit of Competency**

**Functional Area : Human Resources Management**

(Human Resources Planning, Recruitment and Training)

<table>
<thead>
<tr>
<th>Name</th>
<th>Assign appropriate staff to be on duty at different posts, arrange shift duties and on-the-job training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>PMZHR301A</td>
</tr>
<tr>
<td>Range</td>
<td>On-the-job guidance as part of property management manpower training</td>
</tr>
<tr>
<td>Level</td>
<td>3</td>
</tr>
<tr>
<td>Credit</td>
<td>1.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Competency</th>
<th>Performance Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Supervision on the work of a post</td>
<td></td>
</tr>
<tr>
<td>• Can arrange properly the roster of each shift period and the duty time of each post</td>
<td></td>
</tr>
<tr>
<td>• Understand the ability of each subordinate and can arrange appropriate work for them at different posts</td>
<td></td>
</tr>
<tr>
<td>• Can arrange on-the-job training for subordinates</td>
<td></td>
</tr>
<tr>
<td>• Know how to use on-the-job assessment to evaluate the learning effectiveness and the level of application of each subordinate, and to correct mistakes or misbehavior</td>
<td></td>
</tr>
<tr>
<td>• Can respond to general enquiries on labour relations from subordinates, and can reflect to superiors the exact enquiries</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>The integral outcome requirements are:</td>
</tr>
<tr>
<td>Can understand the abilities of subordinates and can assign appropriate persons to work in different posts, and arrange shift duties, on-the-job training and assessments, and respond to general enquiries on labour relations</td>
</tr>
</tbody>
</table>

| Remarks | |
|---------| |
1. QF Recognized Programmes

- QF in property management industry was introduced by the Education Bureau of HKSAR Government in 2008.

- In June 2010, Hong Yip was the first company in the property management industry authorized by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, as award-granting body, to organize training programmes from Level 1 to Level 3 of the Qualification Framework.

- Our in-house programme “Certificate in Service Excellence (QF level 2) was accredited successfully in 2010 and was the first Specification of Competency Standard (SCS)-based in-house programme not only in property management industry but also in all industries implementing QF.

- Up to now, there are 9 property management companies operating 20 SCS-based programmes. 7 out of them are operated by Hong Yip (35%).
## D. QF Development Progress in Hong Yip

<table>
<thead>
<tr>
<th>QF Level</th>
<th>Programme Name (SCS-based)</th>
<th>Accredited Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Certificate in Basic Security Training</td>
<td>March 2012</td>
</tr>
<tr>
<td>1</td>
<td>Certificate in Practical Horticulture Knowledge and Skills</td>
<td>March 2012</td>
</tr>
<tr>
<td>2</td>
<td>Certificate in Service Excellence</td>
<td>June 2010</td>
</tr>
<tr>
<td>3</td>
<td>Certificate in Properties Management Workplace Mentoring (PMZZHR301A)</td>
<td>November 2011</td>
</tr>
<tr>
<td>3</td>
<td>Certificate in Security Supervision</td>
<td>March 2013</td>
</tr>
<tr>
<td>3</td>
<td>Certificate in Properties Management Emergency Handling</td>
<td>March 2013</td>
</tr>
<tr>
<td>3</td>
<td>Certificate in Club House and Recreational Facility Management</td>
<td>March 2014</td>
</tr>
<tr>
<td>2</td>
<td>Certificate in Horticulture Beautification</td>
<td>Target to submit application in 3rd quarter of 2015</td>
</tr>
<tr>
<td>2</td>
<td>Certificate in Complaint Handling</td>
<td>Target to submit application in 4th quarter of 2015</td>
</tr>
<tr>
<td>2</td>
<td>Certificate in Building Security</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Certificate in Safety Environment</td>
<td></td>
</tr>
</tbody>
</table>
In 2011, RPL was launched by the HKSAR Government for the property management industry and Hong Yip fully supported this initiative. It aims to enable practitioners with various backgrounds to receive formal recognition of the knowledge, skills and experience already acquired. Main applications are:

- Employees can determine their starting points for learning and progression based on the qualification levels they have already acquired to minimise the need for repetitious training of the same skills.
- Hong Yip as an employer may also formulate training programmes in respect of the competencies and qualification levels attained by our staff to meet organizational needs.
2. Recognition of Prior Learning (RPL)

- Currently, there are about total 12,000 for all industries with applicants obtained QF-recognized qualification through RPL and 6,500 of them from property management industry (54%).

- Hong Yip is the company among all ten industries having established RPL system in the territory with the highest number (over 1,900) of staff having qualification obtained via RPL. It represents 16% of all industries, 30% of property management industry.
E. Collaboration with Tertiary Institutions

- Hong Yip has established close collaboration with the following institutions:
  
  ✔ **HKU SPACE** – Module Certificate in Customer Service in Property Management (QF Level 3)
  & Module Certificate in Management of Security Operational Works (QF Level 3)
  
  ✔ **VTC PEAK** – Proficiency Certificate in Property Management
  
  ✔ **Caritas**
  - Professional Diploma in Property Management (QF Level 4) Programme
  - Diploma in Property Management (QF Level 3) Programme
E. Collaboration with Tertiary Institutions

• We provide training scholarship and donation to institutions for our staff development.

➢ For example, we provide training scholarship for our staff to attend courses organized by the Caritas Institute of Higher Education (CHIE) to assist the career development. In 2015, we donated HK$50,000 to the ‘CIHE’ which in turn ‘CIHE’ offers an grand number of our staff to attend in the form of scholarship, the Professional Diploma in Property Management (PDPM) programme.
F. Credit Accumulation and Transfer System (CAT)

• The Education Bureau launched the policy and principles of credit accumulation and transfer (CAT) under the QF to further strengthen the support to learners’ mobility in their learning pathways in July 2014.

• Hong Yip’s learners who have successfully completed a QF programme or have a "RPL" certificate will be able to find a learning pathway in external institutions or companies and apply for credit transfer. This provides learners with seamless pathways towards higher qualifications and better use of resources.

• Hong Yip’s learners who have successfully completed a QF programme or have a ‘RPL’ certificate can apply for credit transfer when they enroll the programmes.
F. Credit Accumulation and Transfer System (CAT)

- Hong Yip collaborates with Caritas Bianchi College of Careers and Caritas Institute of Higher Education and IVE respectively on credit transfer arrangement.

- Hong Yip is the first private enterprise to set up its own CAT system with a tertiary institute that had successfully be approved by HKCAAVQ for mechanism in the Qualification Register in Sept 2014.
F. Credit Accumulation and Transfer System (CAT)

1. Collaboration with Caritas

- Hong Yip staff can apply credit transfer when they enroll the following programmes:
  - Diploma in Property Management (QF Level 3) Programme
  - Professional Diploma in Property Management (QF Level 4) Programme

- Now, 2 of Hong Yip staff are studying the Professional Diploma in Property Management (QF Level 4).
F. Credit Accumulation and Transfer System (CAT)

1. Collaboration with Caritas

<table>
<thead>
<tr>
<th>Course Description</th>
<th>PMZZHR301A</th>
<th>PMZZHR301A</th>
<th>PMZZHR301A</th>
<th>Total SCS Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specification of Competency Standards Courses: Management of the Property Environment</td>
<td></td>
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<tr>
<td>Safe Environment</td>
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<tr>
<td>Control on Private Road, Cleanliness and Environmental Protection</td>
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<tr>
<td>Specification of Competency Standards Courses: Building Repair &amp; Maintenance / Improvement &amp; Enhancement</td>
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<tr>
<td>Improvement and Enhancement of System and Installations</td>
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<tr>
<td>Specification of Competency Standards Courses: Property Management Services for Owners, Tenants and the Community</td>
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<tr>
<td>Management Service and Communication</td>
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<tr>
<td>Specification of Competency Standards Courses: Facility Management</td>
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<tr>
<td>Club House, Cultural and Recreational Facility</td>
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<tr>
<td>Shopping Centre, Industrial, Commercial and Other Premises</td>
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<td></td>
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<tr>
<td>Specification of Competency Standards Courses: Law in Practice</td>
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<tr>
<td>The Government and Legal Systems</td>
<td></td>
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<td></td>
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<tr>
<td>Specification of Competency Standards Courses: Finance and Asset Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Income and Expenditure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asset Management and Financial Control</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specification of Competency Standards Courses: Human Resources Management</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources Planning, Recruitment and Training</td>
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<td></td>
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<tr>
<td>Teamwork and Leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service and Public Relations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>17</td>
<td>30</td>
<td>63</td>
<td>110</td>
</tr>
</tbody>
</table>

Specification of Generic (Foundation) Competencies Courses:

- Present information, ideas and related explanations, discussion/argument, and evaluation clearly: GGH410A: 4 4
- Handle both predictable and unpredictable information, ideas, related explanations, discussion/argument, and evaluation in written correspondence: GGH410A: 4 4

Specification of Generic (Foundation) Competencies Courses: Chinese

- GGH410A: 3 3

Total 11 11

TOTAL 121
F. Credit Accumulation and Transfer System (CAT)

1. Collaboration with Caritas

- Above is the modulars' distribution of the 2 programmes.

- For Hong Yip's learners who have successfully completed Hong Yip's in-company QF programme(s), they can apply for credit transfer for these UoCs when they enroll the programmes.

- For Hong Yip’s learners who have "RPL" certificate(s), they can apply for credit transfer for these UoCs when they enroll the programmes.
## F. Credit Accumulation and Transfer System (CAT)

### 1. Collaboration with Caritas

<table>
<thead>
<tr>
<th>The Government and Legal Systems</th>
<th>PMZZLV201A</th>
<th>1.5</th>
<th>PMZZLV301A</th>
<th>3</th>
<th>PMZZLV401A</th>
<th>0</th>
<th>10.5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#6</strong> Specification of Competency Standards Course: Finance and Asset Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Income and Expenditure</td>
<td>PMZZFN201A</td>
<td>1.5</td>
<td>PMZZFN301A</td>
<td>3</td>
<td>PMZZFN401A</td>
<td>3</td>
<td>7.5</td>
</tr>
<tr>
<td>Asset Management and Financial Control</td>
<td>N/A</td>
<td></td>
<td>N/A</td>
<td></td>
<td>PMZZFN402A</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

| **#7** Specification of Competency Standards Course: Human Resources Management |             |     |            |   |            |   |      |
| Human Resources Planning, Recruitment and Training | PMZZHR201A | 1.5 | PMZZHR301A | 1.5 | PMZZHR401A | 6 | 9    |
| Teamwork and Leadership          | PMZZHR202A | 1.5 | PMZZHR302A | 3  | PMZZHR402A | 3 | 7.5  |
| Occupational Safety              | PMZZHR203A | 1.5 | PMZZHR303A | 1.5 | PMZZHR403A | 3 | 6    |
| Customer Service and Public Relations | PMZZHR204A | 1.5 | PMZZHR304A | 3  | PMZZHR404A | 6 | 10.5 |

| Total                           | 17          | 30  | 63         | 110 |
Hong Yip staff is discussing with the Institute of Vocational Education (IVE) of Vocational Training Council (VTC) for signing of CAT agreement, similar to that of CIHE, to enable our staff to apply for credit transfer when they enroll their programmes in property and facility management.

Similarly, Hong Yip’s learners who have successfully completed Hong Yip's in-company QF programme(s) or have "RPL" certificate(s), they can apply for credit transfer when they enroll the programme.

Preliminary, Hong Yip’s learners can gain 54 credits under CAT while another 36 credits will be under the module exemption, thus, a total of 90 out of 126 credits can be exempted.
### Award Title

<table>
<thead>
<tr>
<th>Module Code/Title</th>
<th>QF Level</th>
<th>Credit Value</th>
<th>Module to be completed</th>
<th>Module to be completed</th>
<th>Module exemption/under CAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMT4811 Property Management Services</td>
<td>4</td>
<td>18</td>
<td></td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>BMT4812 Laws for Property Management</td>
<td>4</td>
<td>18</td>
<td>✓</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>BMT4813 Finance and Human Resources Management</td>
<td>4</td>
<td>18</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BMT4816 Property Security and Risk Management</td>
<td>4</td>
<td>18</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>BMT4817 Occupant Relationship Management</td>
<td>4</td>
<td>18</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>BMT3809 Manpower Control and Handling</td>
<td>3</td>
<td>6</td>
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<tr>
<td>BMT3810 Leasing and Cash Handling</td>
<td>3</td>
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<tr>
<td>BMT3805 Fire Safety Measures and Incident Handling</td>
<td>3</td>
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<td>BMT3806 Security and Safety Supervision</td>
<td>3</td>
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<td>BMT3807 Frontline Management Services</td>
<td>3</td>
<td>6</td>
<td>✓</td>
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<tr>
<td>BMT3808 Customer Services and Event Planning</td>
<td>3</td>
<td>6</td>
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</table>

**Total Credit Value**: 48 (Cert. in PM & FM (QF Level 3) BA423013M), 126 (Prof. Diploma of PM & FM (Customer Service) (QF Level 4) BA424012P), 90 (Customer Services)

**Remarks**:
- “X” = module exemption
- “✓” = CAT

Learners can claim either one module to be exempted.
G. Career Prospect in Property Management Industry

Multiple Pathways

**Academic**

- **DSE** (QF 3)
  - Associate Degree/Higher Diploma (QF 4)
    - Training sponsorship (E.g. Hong Yip’s collaboration with Caritas)
  - Bachelor Degree (QF 5)

**Workplace (+Academic)**

- Join Property Management Industry: In house training + job experience
  - Training sponsorship
G. Career Prospect in Property Management Industry

Job Responsibility of Customer Service Assistant

• To assist in monitoring the daily operation of the managed properties i.e. shopping mall, commercial centre, etc.
• To handle complaints and/or enquiries and provide quality service to clients
• To assist in following-up activities related to the management of the concerned properties
• To help organizing various kinds of activities/ meetings
• To perform administrative duties related to property management
G. Career Prospect in Property Management Industry

Road to Success

Chief Customer Service Officer

Assistant Area Manager

Senior Customer Service Officer

Senior Administrative Officer

Customer Service Officer

Administrative Officer

Assistant Customer Service Officer

Degree

Customer Service Assistant
Job Responsibility of Assistant Clubhouse Officer II

• To assist in daily operation of clubhouse
• To organize recreational and/or sports activities
• To manage clubhouse facilities such as swimming pool, restaurants and gym
• To handle enquiries and provide quality services to customers
• To perform administrative duties related to clubhouse management
G. Career Prospect in Property Management Industry

Road to Success

Senior Clubhouse & PR Manager

↑

2 - 3 Years

Assistant / Clubhouse & PR Manager

↑

2 - 3 Years

Sr. / Clubhouse & PR Officer

↑

2 Years

Assistant Clubhouse Officer I

↑

2 Years

Assistant Clubhouse Officer II
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