



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

SUMMARY ACCREDITATION REPORT

HONG KONG COLLEGE OF TECHNOLOGY

**INITIAL EVALUATION AND
LEARNING PROGRAMME ACCREDITATION**

**PROFESSIONAL DIPLOMA IN
ADVANCED PROPERTY MANAGEMENT
(QF LEVEL 5)**

OCTOBER 2022

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA1444), the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO), was commissioned by Hong Kong College of Technology (“Operator”), to conduct an Initial Evaluation and Learning Programme Accreditation Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in AAVQO to determine whether the Operator meets the stated objectives and is competent to operate learning programmes that meet the Hong Kong Qualifications Framework (HKQF) Level 5 standard, and can be granted Initial Evaluation Status at QF Level 5;
- (b) To conduct an accreditation test as provided for in AAVQO to determine whether the following programme of the Operator meets the stated objectives and QF standard and can be offered as an accredited programme
 - (i) Professional Diploma in Advanced Property Management (QF Level 5); and
- (c) To issue to the Operator accreditation report(s) setting out the results of the determination in relation to (a) and (b) by HKCAAVQ.

1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement. A site visit between the accreditation panel and representatives of the Operator took place on 29 August 2022.

2. HKCAAVQ’S DETERMINATION

Initial Evaluation

2.1 HKCAAVQ has determined that, the Operator is competent to achieve its stated objectives and to operate learning programmes meeting QF standard(s) at Levels 1 to 5, and can be granted Initial Evaluation (IE) status at QF Level 5 with a validity period of two years.

2.2 Validity Period

2.2.1 The validity period will commence on the date specified below.

2.2.2 Within the two-year validity period for IE, the Operator must have at least one programme successfully accredited. If the Operator does not have a current accredited programme on the Qualifications Register (QR) at the end of the two-year validity period of their IE, the Operator will need to apply for an extension of their IE status at least three months before the validity period expires. An extension of up to 2 years may be granted. Only one extension of IE status will normally be allowed. If the Operator continues to gain successful Learning Programme Accreditation (LPA), their IE status will remain valid.

2.3 The determinations on the Initial Evaluation are specified as follows:

Name of Operator	Hong Kong College of Technology 香港專業進修學校
Address of Operator	2 On Shing Street, Ma On Shan, Shatin, N.T. 新界沙田馬鞍山鞍誠街 2 號
Highest QF Level of programme(s) which the Operator can operate upon successful learning programme accreditation	Level 5
Start date of 2-year validity period of Initial Evaluation (IE) accreditation status	1 December 2022
Scope of IE Accreditation Status	For local programmes operating in Hong Kong

2.4 **Recommendation(s)**
HKCAAVQ offers the following recommendation(s) for continuous improvement.

Recommendation(s)
<u>Recommendation 1</u> The Operator should formulate strategic and academic development plans that are tailored to its own missions, educational goals and objectives for the future development.
<u>Recommendation 2</u>

The Operator should further strengthen staff development by setting up a minimum requirement of staff development activities attended by individual teaching staff and incorporating the requirements into the appraisal system in order to enrich the expertise of staff and maintain the teaching quality on an on-going basis.

Recommendation 3

The Operator should update the Terms of References and reporting lines of Executive Board (EB) and Academic Board (AB) in all relevant documents to ensure the actual implementation of these boards are clearly reflected. The Operator is also recommended to include external members to EB and AB in order to solicit external views to further strengthen the overall quality assurance at institutional level.

Recommendation 4

The Operator should develop a systematic way to check if each assessment task of individual modules can be mapped against the PILOs and MILOs in the programme development process and collect evidences of learners' attainment of learning outcomes through analysis of learners' assessment results.

Recommendation 5

The Operator should develop a clearer policy on the numbers of external advisors and external examiners from both academic and relevant profession/industry for each discipline and/or programme to ensure different views can be solicited throughout the programme development and programme review process.

Learning Programme Accreditation

2.5 HKCAAVQ has determined that, the Professional Diploma in Advanced Property Management (QF Level 5) meets the stated objectives and QF standard at Level 5, and can be offered as an accredited programme with a validity period from 1 December 2022 to 30 November 2025.

2.6 Validity Period

2.6.1 The validity period will commence on the date specified below.

2.6.2 The maintenance of the accreditation status within the specified validity period is subject to the fulfilment of all requirements set out in para. 2.8 by the specified fulfilment deadline.

2.7 The determinations on the Learning Programme Accreditation are specified as follows:

Name of Operator(s)	Hong Kong College of Technology 香港專業進修學校
Name of Award Granting Body	Hong Kong College of Technology 香港專業進修學校
Title of Learning Programme	Professional Diploma in Advanced Property Management (QF Level 5) 進階物業管理專業文憑（資歷架構第 5 級）
Title of Qualification(s) (Exit Award(s))	Professional Diploma in Advanced Property Management (QF Level 5) 進階物業管理專業文憑（資歷架構第 5 級）
Primary Area of Study and Training	Business and Management
Sub-area (Primary Area of Study and Training)	Property and Facilities Management
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Property Management
Branch	Property Management
QF Level	Level 5
QF Credits	153
Mode(s) of Delivery and Programme Length	Part-time, 24 months 1530 notional learning hours (including 525 contact hours)
Intermediate Exit Award(s)	Not applicable
Validity Period	1 December 2022 to 30 November 2025
Number of Enrolment(s)	Not applicable
Maximum Number of New Students	Maximum of 120 learners per year Maximum of 40 learners per class

Specification of Competency Standards-based Programme	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	Not applicable
Address of Teaching/ Training Venue(s)	See Appendix 1

- 2.8 **Condition(s) (including all pre-conditions for obtaining the HKCAAVQ accreditation status as applied for the commencement of the validity period; and all requirements for maintenance of the accreditation status within the validity period)**

Requirement(s)	Date of Fulfilment
<p><u>Requirement 1</u></p> <p>Regarding the self-study activities, the Operator is to</p> <p>(a) include specific and relevant self-study activities with suggested time allocation for each module to ensure the time spent on the self-study hours are effective to help learners achieve the intended learning outcomes; and</p> <p>(b) develop a mechanism with clear guidelines to monitor learners' progress during the self-study hours.</p> <p>The Operator is to submit the relevant documents to HKCAAVQ on or before 31 January 2023.</p>	31 January 2023

- 2.9 **Recommendation(s)**
 HKCAAVQ offers the following recommendation(s) for continuous improvement.

Recommendation(s)

Recommendation 1

The Operator should enrich the contents of teaching materials to enhance the effectiveness and the consistency of teaching among different teaching staff and to better facilitate learners to achieve the learning outcomes at the claimed QF levels.

- 2.10 HKCAAVQ will subsequently satisfy itself whether the Operator remains competent to achieve the relevant objectives and the Programme continues to meet the standard to achieve the relevant objectives as claimed by the Operator by reference to, amongst other things, the Operator's fulfilment of any conditions and compliance with any restrictions stipulated in this Accreditation Report. For the avoidance of doubt, maintenance of accreditation status is subject to fulfilment of any condition and compliance with any restriction stipulated in this Accreditation Report.

3. INTRODUCTION

- 3.1 Hong Kong College of Technology (HKCT) is registered under the Education Ordinance (Cap. 279). As a self-financed education institute, HKCT offers a variety of full-time and part-time programmes from certificates, Diploma Yi Jin, applied learning programmes, higher diplomas, professional diplomas to non-local registered degree programmes. HKCT Group Limited, a registered charitable organisation established under the Companies Ordinance (Cap. 622), is the sponsoring body of HKCT.

4. PROGRAMME DETAILS

The following is the programme information provided by the Operator.

4.1 Programme Objectives:

本課程結合專業技巧與理論，為學員提供深入的物業管理知識。學員可根據在日常物業管理的工作領域中所取得的廣泛資訊，以批判思維來分析、評估及整合，並作出恰當的判斷。掌握帶領物業管理團隊在不同領域作出專業決策，以達到管理層所訂的目標。

4.2 Programme Intended Learning Outcomes:

完成課程後，學員應能：

- 1) 掌握物業管理專業知識、技能及人力資源管理，以策劃及評估方法，帶領物業管理團隊提供專業物業及設施管理、維修保養及優質服務；
- 2) 以專業知識與技能，帶領物業管理團隊於處理緊急事故上，提供專業水平的服務；

- 3) 採用以客戶為中心的策略及解難技巧，與不同持份者包括業戶及社區保持並發展有效的溝通和符合在適合工作環境下的要求；
- 4) 應用物業和設施管理中的相關法律法規，能夠策劃、制定、處理相應的管理事宜，並領導管理團隊以專業的方式解決日常的管理事務；及
- 5) 以批判思維分析、評估、監控物業管理中的資產，以專業準則預備年度預算和審計工作。

4.3 Programme Structure

單元	相關能力單元編號及名稱	資歷學分
財務及資產管理	110568L4 處理財務、租務收支及相關報表 110572L4 執行法律行動追收欠款 110579L4 執行及監察採購及招標事宜	153
法律應用	110553L4 掌握有關物業管理案件的司法管轄權以處理日常採取法律行動的工作 110556L4 草擬有關物業管理服務合約內的規格明細表，執行合約 110561L4 通曉物業管理行業相關的法律應用以執行管理工作 110563L4 通曉各類牌照一般要求、程序、實務及行為守則並跟進	
環境安全及建築物保安	110412L4 執行保安實務及風險管理及改善計劃 110440L4 監察及管理停車場及私家路管制及改善狀況 110424L4 訓練屬員執行環境安全措施	
業戶及社區服務管理	110475L4 聯繫業戶/客戶以處理管理工作 110484L4 安排舉行業戶/客戶會議 110513L4 管理客戶服務、傳媒及社區關係	
商用物業及文娛設施管理	110519L4 執行管理會所及文娛康樂設施 110529L4 管理商場、工商廈及其他類型場所及設施 110536L4 監察車場及卸貨區使用 110497L4 統籌舉辦及推廣商場、文康和社區活動工作	
建築物維修保養	110457L4 管理建築物、屋宇設備及設施維修保養實務 110469L4 管理採購、外判維修保養或建造的施工及質素	

香港司法及合約執行	110554L5 熟識香港之司法制度並充份掌握法律程序安排訴訟和調解處理個案 110557L5 撰寫及確定合約條文並管理合約之執行	
環境安全及緊急事故管理	110425L5 制訂及維持有效的環境安全措施 110431L5 統籌整體環境整潔及風險管理工作 110419L5 制訂及檢討危機管理及緊急事故應變措施	
整體人事管理及策劃	110590L5 規劃部門整體的人力資源管理、培訓及評核計劃 110603L5 制訂工作安全與健康標準及指引	
進階資產管理	110575L5 制訂預算、安排核數及規劃資產管理 110503L5 統籌整體投標、前期管理及交收事宜 110524L5 統籌會所客戶關係管理、活動管理、規劃守則及財務預算	
設施更新優化	110520L5 統籌更新及改善會所及文娛康樂設施計劃 110463L5 制訂和推行建築物、屋宇設備及設施整體改善/提升和能源效益提升的可行計劃 110445L5 統籌整體環境保護及改善工作管理	
進階法律應用	110562L5 熟悉物業管理行業相關的法律以規劃日常物業的管理工作及執行程序 110564L5 熟悉各類牌照要求、程序、實務及行為守則並作出規管	
總計	100%	153

4.4 Graduation Requirements

Learners are required to complete all modules, pass the assessments in each module (50%) and meet the attendance rate of 70%.

4.5 Admission Requirements

由第一年入讀

- 持有資歷架構第三級物業管理範疇資歷，及具半年物業管理工作經驗；或

- 中七、新高中中六、毅進文憑畢業或同等學歷，及具有兩年物業管理業工作經驗；或
- 中五、毅進計劃畢業或同等學歷，及具有三年半物業管理業工作經驗；或
- 持有物業管理業「過往資歷認可」第三級資歷（申請資格：具五年物業管理業工作經驗，其中三年為相關類別之督導工作經驗）；及
- 通過入學面試

由第二年入讀

- 物業管理業監管局指明的物業管理副學士學位及文憑【適用於物業管理人（第2級）牌照】資格；或
- 物業管理業監管局物業管理人（第2級）牌照；或
- 學士學位及一年物業管理經驗；或
- 物業管理業監管局認可專業團體的學會會員資格的從業員；及
- 通過入學面試。

5. IMPORTANT INFORMATION REGARDING THIS ACCREDITATION REPORT

5.1 Variation and withdrawal of this Accreditation Report

- 5.1.1 This Accreditation Report is issued pursuant to section 5 of the AAVQO, and contains HKCAAVQ's substantive determination regarding the accreditation, including the validity period as well as any conditions and restrictions subject to which the determination is to have effect.
- 5.1.2 HKCAAVQ may subsequently decide to vary or withdraw this Accreditation Report if it is satisfied that any of the grounds set out in section 5 (2) of the AAVQO apply. This includes where HKCAAVQ is satisfied that the Operator is no longer competent to achieve the relevant objectives and/or the Programme no longer meets the standard to achieve the relevant objectives as claimed by the Operator (whether by reference to the Operator's failure to fulfil any conditions and/or comply with any restrictions stipulated in this Accreditation Report or otherwise) or where at any time during the validity period there has/have been substantial change(s) introduced by the Operator after HKCAAVQ has issued the accreditation report(s) to the Operator and which has/have not been approved by HKCAAVQ. Please refer to the '*Guidance Notes on Substantial Change to Accreditation Status*' in seeking approval for proposed changes. These Guidance Notes can be downloaded from the HKCAAVQ website.
- 5.1.3 If HKCAAVQ decides to vary or withdraw this Accreditation Report, it will give the Operator notice of such variation or withdrawal pursuant to section 5(4) of the AAVQO.

5.1.4 The accreditation status of the Operator and/or Programme will lapse immediately upon the expiry of the validity period or upon the issuance of a notice of withdrawal of this Accreditation Report.

5.2 Appeals

5.2.1 If the Operator is aggrieved by the determination made in this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of this Accreditation Report.

5.2.2 If the Operator is aggrieved by a decision to vary or withdraw this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of the Notice of Variation or Withdrawal.

5.2.3 The Operator should be aware that a notice of variation or withdrawal of this Accreditation Report is not itself an accreditation report and the right to appeal against HKCAAVQ's substantive determination regarding accreditation arises only from this Accreditation Report.

5.2.4 Please refer to Cap 592A (www.elegislation.gov.hk) for the appeal rules. Details of the appeal procedure are contained in section 13 of the AAVQO and can be accessed from the QF website at: www.hkqf.gov.hk.

5.3 Qualifications Register

5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the QR at www.hkqr.gov.hk for recognition under the QF. The Operator should apply separately to have their quality-assured qualifications entered into the QR.

5.3.2 Only learners who commence the study of the named accredited learning programme during the validity period and who have graduated with the named qualification listed in the QR will be considered to have acquired a qualification recognised under the QF.

Address(es) of Teaching / Training Venue(s)

1. HKCT Jockey Club Undergraduate Campus – 2 On Shing Street, Ma On Shan, Sha Tin, New Territories
港專賽馬會本科校園 - 新界沙田馬鞍山鞍誠街 2 號
2. HKCT Jockey Club Ma On Shan Campus – Yiu On Estate, 2 Hang Hong Street, Ma On Shan, Sha Tin, New Territories
港專賽馬會馬鞍山校園 - 新界沙田馬鞍山恆康街 2 號耀安邨
3. HKCT Mong Kok East Campus – 14 Princess Margaret Road, Ho Man Tin, Kowloon
港專旺角東校園 - 九龍何文田公主道 14 號
4. HKCT Jordan Learning Centre – 11/F, Wing On Kowloon Centre, 345 Nathan Road, Kowloon
港專佐敦教學中心 - 佐敦彌敦道 345 號永安九龍中心 11 樓 1101-05 室
5. HKCT Hoi Yuen Road Learning Centre – 8/F Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong, Kowloon
港港專開源道教學中心 - 九龍觀塘開源道 71 號王子大廈 8 樓
6. HKCT Cheung Sha Wan Learning Centre – 2/F, Heya Star 368 Castle Peak Road Cheung Sha Wan, Kowloon
港專長沙灣教學中心 - 九龍長沙灣青山道 368 號喜韻 2 樓

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