



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

## **SUMMARY ACCREDITATION REPORT**

**Federation for Self-financing Tertiary Education**

**Hong Kong College of Technology**

**Programme Validation at QF Level 3**

**Certificate in Property Management Services and  
Supervisory Management  
(Elective Cluster of Yi Jin Diploma)**

**June 2014**

This accreditation report is issued by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) in its capacity as the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO). This report outlines the HKCAAVQ's determination, the validity period of the determination as well as any conditions or restrictions on the determination.

## **1. Introduction**

- 1.1 The Yi Jin Diploma (YJD) programme was accredited by the HKCAAVQ in August 2013 with a validity period of three years starting from the 2013/14 academic year to be operated by seven member institutions of the Federation for Self-financing Tertiary Education (FSTE) including the Hong Kong College of Technology (HKCT/the Operator). At the time of the accreditation exercise for the YJD programme, the HKCAAVQ was informed that the FSTE member institutions may propose new and/or revamped Elective Clusters before commencement of each academic year.
- 1.2 For implementation in the 2014/15 academic year, the HKCT proposed an Elective Cluster, Property Management Services and Supervisory Management [業戶服務與督導管理], which was developed with reference to the Specification of Competency Standards (SCS) developed by the Property Management Industry Training Advisory Committee of the Qualifications Framework (QF) and the Qualifications Guidelines for the SCS-based Courses under the QF.
- 1.3 Following the advice of the Education Bureau to the FSTE and its member institutions to award standalone qualifications to YJD students on successful completion of a SCS-based Elective Cluster/Course, this Elective Cluster of HKCT is to be accredited by the HKCAAVQ leading to the SCS-based qualification, Certificate in Property Management Services and Supervisory Management (Elective Cluster of Yi Jin Diploma) [業戶服務與督導管理 (毅進文憑選修群組) 證書] and to be uploaded separately on the Qualifications Register of the QF. On successful completion of the Elective Cluster, students of the YJD programme will be awarded the Certificate in Property Management Services and Supervisory Management (Elective Cluster of Yi Jin Diploma).
- 1.4 Based on the agreement, the HKCAAVQ was commissioned by the FSTE to assess and determine whether the following learning programme of the HKCT achieves the stated objectives and meets the QF standard at QF Level 3:
  - (1) Certificate in Property Management Services and Supervisory Management (Elective Cluster of Yi Jin Diploma)
- 1.5 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the agreement and the terms stated therein.

## **2. HKCAAVQ's Accreditation Determination**

Having due consideration of the accreditation panel's observations and comments as presented in this Report, the HKCAAVQ makes the following accreditation determination:

## 2.1 Programme Validation

Approval

<b>Name of Operator</b>	Hong Kong College of Technology 香港專業進修學校
<b>Name of Award Granting Body</b>	Hong Kong College of Technology 香港專業進修學校
<b>Title of Learning Programme</b>	Certificate in Property Management Services and Supervisory Management (Elective Cluster of Yi Jin Diploma) 業戶服務與督導管理 (毅進文憑選修群組) 證書
<b>Title of Qualification (Exit Award)</b>	Certificate in Property Management Services and Supervisory Management (Elective Cluster of Yi Jin Diploma) 業戶服務與督導管理 (毅進文憑選修群組) 證書
<b>Primary Area of Study / Training</b>	Business & Management in Specific Industries
<b>Other Area of Study / Training</b>	Not applicable
<b>Industry</b>	Property Management
<b>Branch</b>	Property Management
<b>QF Level</b>	Level 3
<b>QF Credit</b>	45
<b>Mode of Delivery and Programme Length</b>	Full-time: 1 year [450 notional learning hours (including 180 contact hours)] Part-time: 2 years [450 notional learning hours (including 180 contact hours)]
<b>Intermediate Exit Award</b>	Not applicable
<b>Validity Period</b>	2 years (1 September 2014 – 31 August 2016)
<b>Number of Enrolments</b>	Not applicable
<b>Maximum Number of New Students</b>	Maximum of 35 students per class
<b>Specification of Competency Standards Based Programme</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Programme Specific Requirement</b>	Not applicable
<b>Remark to be indicated on the QR</b>	This programme is an Elective Cluster, Property Management Services and Supervisory Management, of the Yi Jin Diploma

	<p>programme.</p> <p>此課程屬於毅進文憑課程的「業戶服務與督導管理」選修群組。</p>
<p><b>Address of Teaching/Training Venue</b></p>	<p>Hong Kong College of Technology (Man Fuk Road Campus) 25 Man Fuk Road, Homantin, Kowloon 香港專業進修學校（文福道校舍） 九龍何文田文福道 25 號</p> <p>Hong Kong College of Technology (Homantin Campus) 14 Princess Margaret Road, Homantin, Kowloon 香港專業進修學校（何文田校舍） 九龍何文田公主道 14 號</p> <p>Hong Kong College of Technology (Jordan Training Centre) 9/F &amp; 11/F, Wing On Kowloon Centre, No. 345 Nathan Road, Kowloon 香港專業進修學校（港專佐敦培訓中心） 九龍彌敦道 345 號永安九龍中心 9 樓及 11 樓</p> <p>HKCT Jockey Club Man On Shan Campus Yiu On Estate, Ma On Shan, Shatin, N.T. 香港專業進修學校（賽馬會馬鞍山校園） 新界沙田馬鞍山耀安邨</p> <p>Hong Kong College of Technology (Argyle Street Training Centre) 7/F, 113 Argyle Street, Mongkok, Kowloon 香港專業進修學校（亞皆老街培訓中心） 九龍旺角亞皆老街 113 號 7 樓</p> <p>Hong Kong College of Technology (Kwun Tong Training Centre) 18/F, One Pacific Centre, 414 Kwun Tong Road, Kwun Tong, Kowloon 香港專業進修學校（觀塘培訓中心） 九龍觀塘觀塘道 414 號 1 亞太中心 18 樓</p> <p>HKCT Adult Education Centre (Sha Tin Government Secondary School) 11-17 Man Lai Road, Shatin, N.T.</p>

	<p>港專成人教育中心（沙田官立中學） 新界沙田文禮道 11-17 號</p> <p>HKCT Adult Education Centre (NTHYK Tai Po District Secondary School) Tai Yuen Estate, Tai Po, N.T. 港專成人教育中心（新界鄉議局大埔區中學） 新界大埔大元邨</p> <p>HKCT Adult Education Centre (Tsuen Wan Government Secondary School) 70 Hoi Pa Street, Tsuen Wan, N.T. 港專成人教育中心（荃灣官立中學） 新界荃灣海壩街 70 號</p> <p>HKCT Adult Education Centre (Queen ELI SCH) 152 Sai Yee Street, Mongkok, Kowloon 港專成人教育中心（伊利沙伯中學） 九龍旺角洗衣街 152 號</p> <p>HKCT Adult Education Centre (Kowloon Technical School) 332-334 Cheung Sha Wan Road, Kowloon 港專成人教育中心（九龍工業學校） 九龍長沙灣道 332-334 號</p> <p>HKCT Adult Education Centre (Queen's College) 120 Causeway Road, Causeway Bay, Hong Kong 港專成人教育中心（皇仁書院） 香港銅鑼灣高士威道 120 號</p>
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### 3. Programme Details

The following is the programme information provided by the Operator.

#### 3.1 Programme Objectives

The programme aims to provide students with the basic workplace knowledge in property management services and facilities management. It equips students with knowledge on prescribed specifications and safety standards in the industry, and helps them to understand the working relationship with different stakeholders. It also enhances students' supervision, communication and customer service skills.

#### 3.2 Programme Intended Learning Outcomes

Upon completion of the programme, students should be able to:

- explain the basic knowledge of human resources management in property management;
- apply effective communication skills and customer service techniques;
- implement a manpower, venue arrangements and supporting services to different stakeholders in the property management services;
- examine the front desk operation, administration and event management of club houses and shopping centres; and
- oversee and examine the use of facilities in club houses, shopping centres, industrial and commercial buildings according to the prescribed specifications and safety standards.

### 3.3 Programme Structure

Elective Course (1): Human Resources Management in Property Management

Module Title	Unit of Competency	QF Credit
Manpower Training for Property Management	PMZZHR301A	-
Supervision of Property Management Team	PMZZHR302A	-
Effective Customer Service	PMZZHR304A	-
<b>Total</b>		<b>15</b>

Elective Course (2): Property Management Services for Owners, Tenants and the Community

Module Title	Unit of Competency	QF Credit
Effective Property Management Service	PMZZOS301A	-
Arrangement of Owners' Meetings	PMZZOS303A	-
Knowledge in Insurance Claim	PMZZOS304A	-
Effective Activities Arrangement	PMZZOS305A	-
<b>Total</b>		<b>15</b>

Elective Course (3): Operation and Facility Management (Club House and Shopping Centres)

Module Title	Unit of Competency	QF Credit
Supervisory Inspections of Cultural and Recreational Facilities	PMZZFM301A	-
Supervisory Inspections of Building Facilities	PMZZFM302A	-
Management and Operation of Club Houses and Shopping Centres	-	-
<b>Total</b>		<b>15</b>

### 3.4 Graduation Requirements

- Achieve an attendance rate of 80% or above in each Elective Course; and
- Achieve at least 50% overall mark in each Elective Course.

### 3.5 Admission Requirements

- Students of Yi Jin Diploma programme

## 4. Substantial Change

- 4.1 The maintenance of the HKCAAVQ accreditation status during the validity period is subject to no substantial change being made without prior approval by the HKCAAVQ.

## 5. Qualifications Register

- 5.1 Qualifications accredited by the HKCAAVQ are eligible for entry into the Qualifications Register (QR) at <http://www.hkqr.gov.hk> for recognition under the Qualifications Framework (QF). Operators should apply separately to have their quality-assured qualifications entered into the QR.
- 5.2 Only learners who are admitted to the named accredited learning programme during the validity period and who have graduated with the named qualification uploaded in the QR will be considered to have acquired a qualification recognised under the QF.

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