

適合有志投身及從事
物業管理行業人士報讀

Professional Diploma in Property and Facilities Management

物業及設施 管理專業文憑



香港管理研究院
HONG KONG
INSTITUTE OF MANAGEMENT

HK THE HONG KONG
MA MANAGEMENT ASSOCIATION

THE PROGRAMME

INTRODUCTION

In the past 2 decades, many modern housing estates, residents recreational facilities, commercial centers, and intelligent buildings have been completed in Hong Kong. This leads to an increased demand for professional property and facilities management staff. This Professional Diploma in Property and Facilities Management focuses on the professional knowledge and skills required for Housing/Property/Facilities management executives.

OBJECTIVES

- Understand customers and customer services in property and facilities setup
- Know the various aspects in property and facilities management
- Understand the legal issues on property and facilities
- Develop skills to be a professional property and facilities management executive

DESIGNED FOR

- Assistant & Property Officers, Property Administrators, Estate Officers & Assistants, Security Officers
- Up-and-Coming, Newly promoted Property or Housing Executives who wish to have formal study to upgrade their property and facilities management skills.
- Technical personnel and project supervisors in E&M, building services, construction and facilities management (eg in housing estates, hospital or utilities)
- Anyone who wish to join this booming industry

STRUCTURE

The programme comprises seven modules, including a management report. Each module consists of 10 sessions with a total of 30 contact hours, except for the Management Report. All parts of the course must be completed in sequence. The whole Diploma Programme constitutes 210 hours of post-experience diploma-level work, to be completed in one year.

PROGRAMME STRUCTURE

The programme consists of seven modules, divided in 3 terms. A diploma will be awarded upon successful completion of all modules.

FIRST TERM

- PF1 Property Management Essentials
- PF2 Property Management Practices (1) - Human & Financial Aspects

SECOND TERM

- PF3 Property Management Practices (2) - Operations & QA Aspects
- PF4 Building Technology

THIRD TERM

- PF5 Facility Support Services
- PF6 Laws on Property and Facilities
- * PF7 Management Report

* A write-up on selected property/facilities management aspect relating to the student's career, guided by a Report Supervisor.

ADMISSION REQUIREMENTS

1. be secondary school graduates;
2. possess 2 or more years' working experience;
3. have a reasonable command of written English

LANGUAGE MEDIUM

Cantonese (supplemented with English)
Course manuals, mid-term assessments and final examinations will be in English.

FEE (each module)

HKMA Member: HK\$2,850
Non-member: HK\$2,980
Application Fee: HK\$ 200

* Participants enrolling in module(s) / programme(s) commencing next year can enjoy the member rate only if they continue to subscribe for the HKMA membership the following year.

ACADEMIC ADVANCEMENT 銜接學位課程

PDPF graduates are eligible to apply for the following programmes:

Master's Degrees

- **Master of Management (Financial Management / Management / International Management / Marketing Management / Logistics & Operations Management / People and Performance)** Reg. 211070
Articulation via successful completion of Postgraduate Diploma for PD graduates Reg. 211318 **(18 months)**
Macquarie Graduate School of Management, Sydney
- **Master of Business** Reg. 211205 **(within 15 months)**
The University of Newcastle, Australia
- **MBA** Reg. 251861 **(2 years, Chinese & English class)**
University of Wales, UK

Bachelor's Degrees

- **BA (Hons) Business Studies (Business Studies / Finance / Human Resource Management / Logistics/ Marketing / Tourism)** Reg. 252020 **(1 year)**
University of Greenwich, UK
- **BA (Hons) (Human Resource Management / Marketing Management / Global Business & Logistics Management / International Business)** Reg. 251921 / 251923 / 251920 / 251922 **(1 year)**
University of Huddersfield, UK
- **BA (Hons) (Business Management / Tourism Management / Leisure Management)** Reg. 251883 / 251885 / 251884 **(3 years, Chinese & English class)**
University of Wales, UK
- **Bachelor of Science in Business Administration (Business Management / Property & Facilities Management / Risk Management / Sales & Marketing Management / Sports & Recreation Management / Tourism & Hospitality Management)** Reg. 271560 **(1.5 years)**
Bulacan State University, the Philippines

Admission is on a competitive and individual basis entirely at the discretion of the respective universities. Admission criteria and procedures are set by them and are subject to change without prior notice. The Association does not give any warranty and will not accept any liability regarding the above.

It is a matter of discretion for individual employers to recognize any qualification to which these courses may lead.

CONCESSION FOR SENIOR CITIZENS



To provide a lifelong learning incentive for senior citizens, a 20% discount off the regular fee of this programme is now offered for senior participants aged 60 or above.

Applicants are required to provide documentary evidence during enrolment as proof of their eligibility.

EXEMPTION

Applicants can apply for exemptions for up to 2 modules of the programme. For details, please contact the Customer Service Department on 2774-8500. The application form for exemption can be downloaded from our website (WWW.HKMA.ORG.HK).

COMPLETION OF A MODULE AND AWARD OF DIPLOMA

Satisfactory Completion of a Module

A minimum of 70% attendance is required for satisfactory completion of a module. Failure to do so will disqualify the student from sitting for the final written examination. Students must obtain an aggregate of 50% at least in the mid-term assessment and examination.

For the management report, the student is required to achieve a pass grade in the report.

Completion of the Professional Diploma in Property and Facilities Management Programme

Completion of the Programme requires a student to pass the continuous assessments and final written examinations of all seven modules after initial registration in three consecutive terms. A candidate who has satisfied all the requirements will be awarded the Professional Diploma in Property and Facilities Management.

Unsatisfactory Performance in a Module

On failing any one module at the first attempt, the student may sit once only for the remedial examination by paying a fee. Participants who fail the remedial examination are allowed to retake the module by paying full module fees.

However, the maximum time span for participants to complete the whole programme is 2 years.

SYLLABUS

PF1. Property Management Essentials

This module provides an overview on housing/social/urban policies in Hong Kong and impact on property and facilities operations. It elaborates on the objectives of effective property and facilities management so participants have a solid concept of the scope of their profession.

Contents

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| <p>A General Ideas of Property and Facility Management in Hong Kong</p> <ol style="list-style-type: none">1. definition of property and facility management2. models of property and facility management3. property and facility management companies4. government's roles in property and facility management5. related professional bodies in property and facility management | <p>C Routine Operation in Property and Facility Management Companies</p> <ol style="list-style-type: none">1. various departments' duties operation2. safety and outsourcing management3. procurement and contract management4. supervision and monitoring of sites operation |
| <p>B Pre-management of Property Management</p> <ol style="list-style-type: none">1. tasks in design stage2. tasks in handover stage3. tasks in setting-up of estate management office before moving-in period | <p>D Public Relation and Quality Customers Services</p> <ol style="list-style-type: none">1. different tasks in promoting company image2. general Customer management concepts3. benchmarking customer relations4. value added customer services5. skills in awarding outside tenders |

PF2. Property Management Practices (1) - Human & Financial aspects

This module illustrates the link between housing policy and property management practices. Property management, focusing on supports/communication with other departments and functions of human and financial resources are explained. Participants will understand the dimensions as a "modern and professional property/facilities manager".

Contents

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| <p>A Property Management Policies & Practices</p> <ol style="list-style-type: none">1. key property issues2. key property management practices3. property management - complying with policies4. property management - support with other departments5. property management - communication & feedback systems6. residents liaison - property owners liaison | <p>C Financial aspects</p> <ol style="list-style-type: none">1. overview of property finance<ul style="list-style-type: none">- budgeting process- accounting/auditing practices- lease terms calculation- taxation principles- insurance coverage- asset management principles2. income and expenses control3. valuation and property management |
| <p>B Manpower and Human Resources</p> <ol style="list-style-type: none">1. job positions & duties2. organization of the property management team/office3. qualities of property management personnel4. human resources training and developments | |

PF3. Property Management Practices (2) - Operations & QA aspects

This module explains the normal day-to-day property and facilities practices and how computer assist in automating work. Irregular practices, contingency plans should be planned so housing personnel could response to emergency operations immediately. Various quality assurance measures are raised for participants' attention.

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| <p>A Normal property management practices</p> <ol style="list-style-type: none">1. property management for residential, commercial buildings, shopping centres2. property management for industrial, recreational facilities3. general sanitation of premises4. cleanliness of premises5. collection/disposal of refuse6. vermin/pest control | <p>C Information Technology applications</p> <ol style="list-style-type: none">1. housing estates information web pages2. e-mail communication between residents & property management3. computer and electronic devices applications<ul style="list-style-type: none">- temperature and humidity- security and entrance control- automatic facilities operations |
| <p>B Irregular property management practices</p> <ol style="list-style-type: none">1. rehabilitation activities2. contingency plans3. emergency operations<ul style="list-style-type: none">- fire, flood, landslides | <p>D Quality Assurance</p> <ol style="list-style-type: none">1. ISO 9000 & ISO 90022. quality aspects of intelligent buildings3. other quality measures |

PF4. Building Technology

The module illustrates the concepts of building the livable environment. It should be safe, convenient and includes types of living facilities. Methods of maintenance/repair of property and facilities are explained to participants to gain broader ideas as to monitor such systems.

Contents

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| <p>A Construction Principles</p> <ol style="list-style-type: none">1. building the foundation and piling2. slope stabilization measures3. landslide prevention construction4. constructing the infrastructures5. building the blocks and units6. providing green area, open area, landscape and recreational facilities7. building the living-related facilities - markets, shopping centre8. energy and environmental standards | <p>B Property and Facilities maintenance practices</p> <ol style="list-style-type: none">1. Property maintenance/repair<ul style="list-style-type: none">- structural- building management systems2. Building facilities maintenance and repair<ul style="list-style-type: none">- central air-conditioning- water supply systems- electrical/gas systems- lifts/escalators- fire prevention systems- antennas & satellite receiving systems- maintaining intelligent building systems3. Contract management & progress control4. Proper maintenance related to the value of building |
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PF5. Facility Support Services

The module introduces a general picture of various services to resident, which are considered as an indispensable part to property management. In addition, a number of creative high-value-added resident services leading to high satisfaction will be discussed.

Contents

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| <p>A Occupant services</p> <ol style="list-style-type: none">1. security2. fleet management3. mailing4. reception5. laundry and cleaning6. goods purchases7. household facility maintenance8. ticketing9. theme tour | <p>C Facilities Design and Renewal</p> <ol style="list-style-type: none">1. renovation of occupant facilities2. space and capacity planning3. engineering considerations4. energy and environmental aspects5. design doc and work plan6. construction procurement7. project commissioning and hand-over8. life cycle costs |
| <p>B Occupant facilities</p> <ol style="list-style-type: none">1. management of the resident club<ul style="list-style-type: none">- sport facilities- swimming pool- restaurant2. occupant services<ul style="list-style-type: none">- residents' smart card- residents' newsletter | <p>D Hi-tech Intelligent Buildings</p> <ol style="list-style-type: none">1. broadband communication services2. multi-channel entertainment services3. building automation systems<ul style="list-style-type: none">- E&M- security- data centre |
| | <p>E Pricing of the Services</p> <p>F Real-Life examples in Hong Kong</p> <p>G Prospect:</p> <ol style="list-style-type: none">1. providing hotel-style services to residents2. providing tailored personal services to residents |

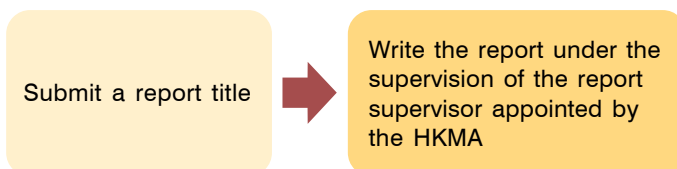
PF6. Laws on Property and Facilities

The module covers an overview on the broad side of land and housing law, eg Building Ordinance, Land Law, Public Health Legislation. Law on the operational aspects, eg Law of Contract, Agency, Landlord & Tenant Ordinance, Deed of Mutual Covenant and regulations on forming Owners' Corporations are explained in detail. Participants will get advices in dealing with all these complexities to meet legal requirements.

Contents

- A. Law of Contract
 - 1. conditions for binding contract
 - 2. express and implied terms
 - 3. discharging and enforcing contracts
 - 4. liquidated and agreed damages
- B. Overview of Land Law in relation to Property Management
- C. Overview of Building Ordinance in relation to Property & Facilities
- D. Law of Agency
 - 1. duties of the agent/principal
 - 2. ratification of the contract of agency
 - 3. liability of agent and third party
 - 4. termination of the contract of agency
- E. Landlord & Tenant Ordinance
 - rights & responsibilities of landlords & tenants
- F. Public Health Legislation
- G. Deed of Mutual Covenant
 - rights & responsibilities of individual owners & developers
- H. Building Management Ordinance
 - 1. how to form an Owners' Corporation (Chapter 344)
 - 2. how to achieve effective building management through cooperation of property management company and the Owners' Corporation

PF7. A Management Report



Writing the report enables students to demonstrate their knowledge and skills in various property and facilities management functions and strengthen their capability to handle daily problems. They may write the report based on real-life situations or ideal systematic plans to be implemented after studying the six modules.

Contents of modules may be subject to change without prior notice.

ENQUIRIES

For enquiries, please call 2774-8501 (Customer Service Department) during normal office hours.
For course details, please contact Ms Sue Leung on 2774 8596 or Mr Ronnie Chan on 2774 8526.

About the Hong Kong Institute of Management

The Hong Kong Management Association (HKMA) offers a diverse range of services, namely management education and training, business awards, seminars, conferences and dinner functions. **“Hong Kong Institute of Management”** (香港管理研究院) is the education and training division of the Association which highlights the executive focus of its programmes.