

Diploma Programme



Advancing Management Excellence

Professional Diploma in Property and Facilities Management

物業及設施管理
專業文憑

INDUSTRY SERVING INDUSTRY

The HKMA's programmes are organized to meet the practical needs of companies and individuals. Based on our close ties with the business community, programme ideas are generated through industry experts. Management Committees, which comprise local business leaders, play an advisory role to ensure that our programmes are relevant to evolving business needs.

The Operations Management Committee advises the HKMA on the Professional Diploma in Property and Facilities Management. The following individuals serve on the Committee in their personal capacity*:



(Committee Chairman)
Ir Dr the Hon W K Lo BBS MH JP
Member
Legislative Council



Mr Chong Shing Hum BBS
Director & General Manager
Wah Gar (Holdings) Co Ltd



Mr Oscar Chow
Executive Director
Chevalier International Holdings Ltd



Dr Roy Chung BBS JP
Co-founder & Non-Executive Director
Techtronic Industries Co Ltd



Ir Thomas Ho JP
Chief Executive
Gammon Construction Ltd



Dr Michael Lam
Chief Executive Officer
Hong Kong Quality Assurance Agency



Mr Eddy Lee
Director
Lee Kum Kee Co Ltd



Ir Professor W B Lee
The Cheng Yick-chi Chair in
Manufacturing Engineering
The Hong Kong Polytechnic University



Mr Suen Kwok Lam MH JP
Executive Director
Henderson Land Development Co Ltd



Mr Newman Tsang
Head of Hong Kong Operations
INFINITI Asia and Oceania
INFINITI Motor Company Ltd

* The composition of the Committee and personal particulars of its members are subject to change. The list may not be exhaustive.

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 |
| PF3 | Property Management Practices (2) - Operations & QA Aspects |

SECOND TERM

| | |
|-------|---------------------------------|
| PF4 | Building Technology |
| 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.

ACADEMIC ADVANCEMENT

PDPF graduates are eligible to apply for the following programmes:

Master Degrees

- **MBA** Reg. 210545 **(15 months)**
via Graduate Diploma of Management Reg. 211318 **(15 months)**
Macquarie University Graduate School of Management, Australia
- **MBA** Reg. 252769
(18 months, Chinese / English Class)
Glyndwr University, UK

Bachelor Degrees

- **BA (Hons) Business Studies (Business Studies)** Reg. 252020 **(1 year)**
University of Greenwich, UK
- **BA (Hons) (International Business)** Reg. 251922 **(1 year)**
University of Huddersfield, UK
- **BA (Hons) (Business** Reg. 252613 **/ Accounting and Finance** Reg. 252612)
(3 years, Chinese / English Class)
Glyndwr University, UK

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.

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/PD/PDPF).

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 respond to emergency operations immediately. Various quality assurance measures are raised for participants' attention.

Contents

- A Normal property management practices
 - 1. property management for residential, commercial buildings, shopping centres
 - 2. property management for industrial, recreational facilities
 - 3. general sanitation of premises
 - 4. cleanliness of premises
 - 5. collection/disposal of refuse
 - 6. vermin/pest control
- B Irregular property management practices
 - 1. rehabilitation activities
 - 2. contingency plans
 - 3. emergency operations
 - fire, flood, landslides
- C Information Technology applications
 - 1. housing estates information web pages
 - 2. e-mail communication between residents & property management
 - 3. computer and electronic devices applications
 - temperature and humidity
 - security and entrance control
 - automatic facilities operations
- D Quality Assurance
 - 1. ISO 9000 & ISO 9002
 - 2. quality aspects of intelligent buildings
 - 3. 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 broaden ideas as to monitor such systems.

Contents

- A Construction Principles
 - 1. building the foundation and piling
 - 2. slope stabilization measures
 - 3. landslide prevention construction
 - 4. constructing the infrastructures
 - 5. building the blocks and units
 - 6. providing green area, open area, landscape and recreational facilities
 - 7. building the living-related facilities - markets, shopping centre
 - 8. energy and environmental standards
- B Property and Facilities maintenance practices
 - 1. Property maintenance/repair
 - structural
 - building management systems
 - 2. Building facilities maintenance and repair
 - central air-conditioning
 - water supply systems
 - electrical/gas systems
 - lifts/escalators
 - fire prevention systems
 - antennas & satellite receiving systems
 - maintaining intelligent building systems
 - 3. Contract management & progress control
 - 4. Proper maintenance related to the value of building

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

- A Occupant services
 - 1. security
 - 2. fleet management
 - 3. mailing
 - 4. reception
 - 5. laundry and cleaning
 - 6. goods purchases
 - 7. household facility maintenance
 - 8. ticketing
 - 9. theme tour
- B Occupant facilities
 - 1. management of the resident club
 - sport facilities
 - swimming pool
 - restaurant
 - 2. occupant services
 - residents' smart card
 - residents' newsletter
- C Facilities Design and Renewal
 - 1. renovation of occupant facilities
 - 2. space and capacity planning
 - 3. engineering considerations
 - 4. energy and environmental aspects
 - 5. design doc and work plan
 - 6. construction procurement
 - 7. project commissioning and hand-over
 - 8. life cycle costs
- D Hi-tech Intelligent Buildings
 - 1. broadband communication services
 - 2. multi-channel entertainment services
 - 3. building automation systems
 - E&M
 - security
 - data centre
- E Pricing of the Services
- F Real-Life examples in Hong Kong
- G Prospect:
 - 1. providing hotel-style services to residents
 - 2. 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

Submit a report title



Write the report under the supervision of the report supervisor appointed by the HKMA

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.

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.*

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.

ENQUIRIES

For enquiries, please call 2774-8501 (Customer Service Department) during normal office hours.

For course details, please contact Mr Ronnie Chan on 2774 8526.