



# Certificate for Module (Customer Service in Property Management (Level 3)) <SCS-based> 證書(單元:物業管理業客戶服務管理(三級)) <能力標準說明> 為本課程

- supported by Hong Yip Service Company Limited



**Application Code: 1850-HB035A**

## Introduction

This 30-hour Certificate is designed for those who have secured Level 2 in the Unit of Competency (UoC) Standards of the Customer Services category. Through this programme, students can acquire knowledge equivalent to Level 3's SCS standards including knowledge on daily Customer Services duties, manpower, arrangement on owners' meeting, emergency case handling, procurement arrangement, assessing data for insurance claims, site inspection knowledge in Customer Services category.

## Programme Structure

Students are required to attend 10 meetings over a 3-month period, each 3 hours per week.

## Medium of Instruction

Cantonese supplemented with English

## Method of Assessment

Students are required to:

- (a) achieve a minimum attendance requirement of 70% of the course;
- (b) submit one coursework assessment; and
- (c) sit for a 2-hour written examination

## Award of the Certificate

The Certificate for Module (Customer Service in Property Management (Level 3)) will be awarded to students who are able to satisfy both the attendance requirement and course assessment.

## **Admission Requirements**

To be eligible for admission to this course, applicants should

- (a) holder of Level 2 or above recognized training of Specification of Competency Standards in the Property Management industry; or
- (b) have gained three years' work experience in the Property Management Industry with 2 years' work experience in the Customer Services related area; or
- (c) have gained the RPL level 2 in the Property Management industry.

## **Course Fee**

The course fee is HK\$4,300. Fees are not refundable, except in the event of the course being oversubscribed or cancelled. There is no need to send the cheque for the tuition fee at this stage. You will only be required to do so when you are formally offered a place.

## **Application Procedure**

Applicants must apply for admission by the date prescribed. Completed application form (**SF 26**) together with copies of relevant supporting documents should be returned by post to:

Programme Director  
Certificate for Module (Customer Service in Property Management (Level 3))  
HKU SPACE  
11/F., Fortress Tower  
250 King's Road  
North Point, Hong Kong.

**Closing Date for Application: *August 17, 2020***

## **Commencement of the Programme**

The course will be commenced in October 2020.

## **Enquiry**

For enquiries, please call 2508 8816 / 3762 0953.