

## **Professional Diploma in Property & Facilities Management (Facility Services) 物業及設施管理專業文憑 (設施服務) BA424011P**

This course [Professional Diploma in Property & Facilities Management (Facility Services)] of this module is recognised under the Qualifications Framework (QF Level 4)  
本課程所屬之主體課程 [物業及設施管理專業文憑 (設施服務)] 在資歷架構下獲得認可(資歷架構第四級)

## **Professional Diploma in Property & Facilities Management (Customer Services) 物業及設施管理專業文憑 (顧客服務) BA424012P**

This course [Professional Diploma in Property & Facilities Management (Customer Services)] of this module is recognised under the Qualifications Framework (QF Level 4)  
本課程所屬之主體課程 [物業及設施管理專業文憑 (顧客服務)] 在資歷架構下獲得認可(資歷架構第四級)



### Programme Aims | 課程宗旨

This programme aims to equip participants with daily management related skills and expertise via practical application and sharing, in order to enhance their management performance.

本課程旨在讓學員掌握與日常管理相關的技能和專業知識，透過實踐應用，分享學習，使學員在管理工作中，有更優秀表現。

### Programme Features | 課程特色

- Specially designed for property management practitioners
- Provide a study pathway in accordance with Qualifications Framework (QF) and Specification of Competency Standards (SCS) of property management industry
- Use **Chinese** as medium of instruction
- Allow the Recognition of Prior Learning qualification holders to apply for Module Exemption
- Allow the graduates of **Certificate in Property & Facilities Management** to apply for Credit Transfer
- Recognized by Chartered Institute of Housing - Asian Pacific Branch

- 專為在職物業管理從業員而設
- 參照《物業管理業能力標準說明》制定，提供按「資歷架構」階梯進修之途徑
  - 以中文為授課語言
- 持「過往資歷認可」資歷人士，有機會獲批豁免修讀部分單元
  - 修畢「物業及設施管理證書」可申請學分轉移
  - 為英國特許房屋經理學會認可之課程

### Programme Structure | 課程概要



Programme Structure | 課程概要

Module Code 單元編號	Module Name 單元名稱	QF Level 資歷級別	Credit Value 資歷學分	Curriculum Hours 修讀時數	Facility Services 設施服務	Customer Services 顧客服務
Core Module   核心單元						
BMT3809	Manpower Control and Handling 管業人手安排及督導	3	6	18	✓	✓
BMT3810	Leasing and Cash Handling 租務及財務處理	3	6	17	✓	✓
BMT4811	Property Management Services 物業管理服務	4	18	39	✓	✓
BMT4812	Laws for Property Management 物業管理法規	4	18	39	✓	✓
BMT4813	Finance and Human Resources Management in Property Management 物業財務及人事管理	4	18	36	✓	✓
	Total   共:		66	149		
Facility Services Stream   設施服務分流						
BMT3801	Property Repair and Maintenance 物業維修保養	3	6	17	✓	
BMT3802	Property Facilities Inspection 物業設施巡查	3	6	15	✓	
BMT3803	Supervision on Environment Enhancement 環境美化督導	3	6	15	✓	
BMT3804	Public Facilities Management 公共設施管理	3	6	18	✓	
BMT4814	Facility Maintenance and Improvement 設施保養及改善	4	18	36	✓	
BMT4815	Environment and Facilities Management 環境及設施管理	4	18	36	✓	
	Total   共:		60	137		
Customer Services Stream   顧客服務分流						
BMT3805	Fire Safety Measures and Incident Handling 消防安全措施及事故處理	3	6	17		✓
BMT3806	Security and Safety Supervision 保安及安全督導	3	6	15		✓
BMT3807	Frontline Management Service 前線管理服務	3	6	18		✓
BMT3808	Customer Services and Event Planning 客戶服務及活動籌備	3	6	15		✓
BMT4816	Property Security and Risk Management 保安及風險管理	4	18	36		✓
BMT4817	Occupant Relationship Management 業戶關係管理	4	18	36		✓
	Total   共:		60	137	286 hr   小時	286 hr   小時

\* Curriculum hours include assessment hours | 課程修讀小時包括考核時間

## QF Level | 資歷架構級別

### Professional Diploma in Property and Facilities Management (Facility Services) 物業及設施管理專業文憑 (設施服務)

Level 4 (QF Registration Number: 14/002721/L4, validity period from 1 April 2014 until 31 August 2021)

第四級別 (資歷名冊登記號碼: 14/002721/L4, 有效期由2014年4月1日至2021年8月31日)

### Professional Diploma in Property and Facilities Management (Customer Services) 物業及設施管理專業文憑 (顧客服務)

Level 4 (QF Registration Number: 14/002720/L4, validity period from 1 April 2014 until 31 August 2021)

第四級別 (資歷名冊登記號碼: 14/002720/L4, 有效期由2014年4月1日至2021年8月31日)

## Programme Duration | 修讀時間

1 – 2 year 年 (Part-time | 兼讀制)

## Medium of Instruction | 授課語言

Chinese (Supplementary with English terminology) | 中文 (輔以英語專有名詞)

## Entry Requirement | 申請資格

- Five HKDSE subjects at Level 2 or above, including English Language and Chinese Language and with relevant work experience; OR
- Five HKCEE subjects at Grade E / Level 2 or above, including English Language and Chinese Language and with at least 1 year relevant work experience; OR
- Completion of a QF Level 3 programme that is deemed acceptable to the "Programme Board" and with at least 1 year relevant work experience; OR
- Relevant Recognition of Prior Learning (RPL) qualification(s) at QF Level 3 or above AND a pass in the entrance assessment; OR
- Mature applicants, i.e. those aged 21 or above, with at least 3 years' relevant work experience AND a pass in an entrance assessment.
- Other relevant verifiable prior learning and/or work experience that is/are deemed appropriate by the "Programme Board" AND a pass in an entrance assessment.
- 持香港中學文憑考試五科成績達第二級或以上，包括英國語文及中國語文；或 同等學歷 及 具相關的工作經驗；或
- 持香港中學會考五科成績達E級 / 第二級或以上，包括英國語文及中國語文；或 同等學歷 及 具一年或以上相關的工作經驗；或
- 修畢獲認可的「資歷架構」級別三之相關證書課程；及 具一年或以上相關的工作經驗；或
- 持有相關的「過往資歷認可」級別三或以上證書，並通過評核試；或
- 年滿廿一歲 及 具三年或以上相關的工作經驗；並通過評核試
- 具「課程委員會」認可之過往學習或工作經驗；並通過評核試

## Course Fee / Venue | 學費 / 地點

- HK\$32,100 (paid by 3 Installments)  
港幣\$32,100 (分3期繳交)
- IVE (Haking Wong), 702 Lai Chi Kok Road, Cheung Sha Wan, Kowloon  
九龍 長沙灣 荔枝角道702號 香港專業教育學院(黃克競)

## Application Procedures | 報名

- Please complete and return the application form (Download from website) together with a cross cheque payable to "Vocational Training Council" to "Room 223, Hong Kong Institute of Vocational Education (Haking Wong)" by mail or in person
- All places are allocated on a first-come-first-served basis. Incomplete forms and forms received without payment will not be processed.
- 填妥報名表 (可於網站下載) 連同劃線支票 (抬頭人:「職業訓練局」) · 郵寄或親臨「香港專業教育學院 (黃克競) 223室」報名
- 所有課程名額均以先到先得方法分配，任何未填妥之表格，或學生未有附上學費的報名表，將不會處理。

## Inquiry | 查詢

Tel | 電話: 2708-6402  
Fax | 傳真: 2957-5730  
Email | 電郵: hwba@vtc.edu.hk  
Website | 網址: <https://business.vtc.edu.hk/tc/awardbearingprogramme.php>  
Address: Room 223, IVE (HW), 702 Lai Chi Kok Road, Cheung Sha Wan, Kowloon  
地址: 九龍 長沙灣 荔枝角道702號 香港專業教育學院(黃克競)223室



This course has been included in the list of reimbursable courses under the Continuing Education Fund  
本課程已加入持續進修基金可獲發還款項課程名單內

### Disclaimer 免責聲明

The information contained in this leaflet has been produced by the Vocational Training Council in accordance with its current practices and policies and with the benefit of information currently available to it and all reasonable efforts have been made to ensure the accuracy of the contents of the leaflet at the time of preparation. VTC is not liable for any errors or omissions found in the Leaflet.

Any fees paid are normally not refundable unless the programme is cancelled. VTC reserves the right to cancel or withdraw any programme, revise programme title and/or contents or change the offering institute(s) / campus(es) / class venue(s) if circumstances so warrant.

本單張所載資料乃職業訓練局根據現行情況及政策，利用現有資料製作，並已力求內容正確無誤。職業訓練局不會因課程單張內出現的錯漏而負上任何責任。

除非有關課程被取消，否則所有已繳交費用一概不發還。職業訓練局可因應情況取消或取代任何課程、修改課程名稱、內容或更改開辦課程的院校 / 分校 / 上課地點。