

Higher Diploma Programme in Integrated Property and Facilities Management

Syllabus

Module : **Business English I**

Credit : *3

The topics include : English learning and use of dictionaries; Reading comprehension and the role of co-text and context in comprehension; Listening comprehension; Effective writing skills, Oral communication skills and colloquialism in English expression, Word Power: common words, phrasal words, Idioms and prepositions.

Module : **Business English II**

Credit : *3

The topics include : Reading and Writing (formal and informal letters, memos, proposals and short reports, trade-related journals, agenda and minutes, business research writing skills); Listening and Speaking (telephone conversations, listening and note-taking, business discussions and meetings, business presentation skills).

Module : **Quantitative Analysis for Business**

Credit : 3

The topics include : Sampling methods and Sample design; Survey methods; Descriptive Statistics; Probability theory; Probability distributions (Binomial, Poisson and Normal); Sampling distributions; Confidence intervals and hypothesis tests, Chi-square test, Linear regression & correlation; Time series analysis and Financial mathematics.

Module : Chinese Communication for Business

Credit : * 3

The topics include : Reading (reading and summarizing skills, understanding text through contextual clues, analyzing text structure and language style of the text); Speaking (Articulation and Pronunciation correct, Listening Comprehension, Public Speech, Skills of Oral Presentation and Recitation) and Writing (Memorandum, Minutes, Press Release, Report, Business Correspondence, Proposal, Public Speech, Style and Format in writing Research Paper).

Module : Problem Solving: Creative & Critical Thinking

Credit : *3

The topics include : Nature of problems; Approaches for problem solving; Thinking as a tool and skill; Introduction to creative thinking; Exploring the challenge; Generating ideas; Introduction to critical thinking; Refining solutions; Drawing conclusions; Thinking and decision making in teams; Management and planning tools; Root cause analysis and Plan-Do-Check-Act (PDCA).

Module : Personal Development: Action and Service

Credit : *3

The topics include: Understanding the Hong Kong society and issues; The changing world of 21st Century; its shaping forces and implication; Community involvement; Project planning and implementation; Time management; Self awareness; Interpersonal skills; Preparation for challenges and coping with the changing needs; Planning for study and study skills, Career pathways and job search skills.

Module : **Business Communication**

Credit : *3

The topics include: Strategies for effective business communication; Principles of effective business communication; Report writing process; Research methodology; Managing data and graphics; Communicating for special purpose; Business presentations and Managing meetings and interviews.

Module : **Building Technology & Maintenance**

Credit : 4

The topics include : Understanding building systems; The building process and site works; Building Drawing; Foundations, earthwork support and concrete; Walls and partitions; Floors; Roofs; Window & glazing; Doors & Ironmongery; Interior finish; Furniture; Fixtures & equipment; External façade and works; Sound and thermal insulation; Managing renovation projects; Basic operation and maintenance outline for the components; Policies, procedures and practices for implementing an O&M programme for the components.

Module : **Building Services I**

Credit : 4

The topics include : Managing building services and maintenance needs; Electrical Systems; Heating; Ventilation and Air-conditioning; Water Systems Management and Fire Services.

Module : Legal Framework for Estates Manager

Credit : 4

The topics include : Introduction to Law and Hong Kong Legal System; Landlord and tenants; Building Ordinance; Building Management Ordinance; Deed of Mutual Covenant; Disputes between owner and OC or estates management company; Landlord and Tenant (Consolidation) Ordinance; Contract Law; Law of Property; Employment Law and Law of Tort.

Module : Facilities Planning, Design and Project Management

Credit : 4

The topics include : Facilities and Project Planning (Criteria for site selection, Benchmarking and customer services, Building types, Planning standards, Strategic planning and communication); Programming and Design (Assemble the project team, Design process and model); Construction Management (Tendering and assemble the construction team, project life cycle, Implementation strategies, Managing the construction and contracting).

Module : Building Services II –Intelligent Building & Building Automation

Credit : 4

The topics include : Introduction to intelligent building; Artificial intelligence and digital signal processing; HVAC; Electrical Installation and illumination; Vertical transportation systems; Fire protection; Security and safety systems; Building Automation and Energy Management; Telecommunication.

Module : Accounting, Financial Planning & Control for Estate Manager

Credit : 4

The topics include : Overview of Accounting systems and accounts for estates operations; Basic Accounting principles and concepts; Receivable Management; Maintenance and Energy Account; Budgeting process; Budget control; Sales forecast; Capital expenditure control; Operating expenses control; Financial statement; Performance measurement; Auditing and Final Review.

Module : Foundation of Human Resource Management

Credit : 3

The topics include : Operations and Value Chain Management; Managing Entrepreneurial Organizations; Managing in a Global Environment; Foundations of Behavior - Understanding People and Group; The Strategic Role of Human Resource Management; Employee Recruitment and Selection; Employee Training and Development; Performance Management and Appraisal; Employee Compensation and Benefits; Employee Relations; Safety and Health.

Module : Business Economics

Credit : 4

The topics include :Basic economics problems; Market mechanism; Costs and firms decisions; Factor markets and factor prices; National income; Government finance; Money and banking; Inflation & unemployment; International trade and balance of payments and Economic growth.

Module : Consumer Behaviour & Customer Relationship Management

Credit : 4

The topics include : Consumer Behaviour in Services; Defining your CRM Processes; Measuring CRM Success; Exchanging Resources in Customer Relationship; Structuring of Relationship; Establishing, Enhancing, and Ending Relationship; Creating Competitive Advantage with Relationship Strategies; The Innovative CRM Organization; Managing Service Delivery and Pledge.

Module : Principles of Management

Credit : 3

The topics include: Introduction (Organization, and Management Theories, Organizational Culture and the Environment, Social Responsibility and Managerial Ethics); Planning (Foundations of Decision Making, Foundations of Planning, Introduction to Strategic Management); Organizing (Organization Structure and Design, Staffing and Human Resource Management, Managing Change, Stress, and Innovation); Leading (Understanding Groups and Teams, Motivating Employees, Leadership) and Controlling.

Module : Marketing of Estates Services

Credit : 4

The topics include : Understanding Marketing and the Marketing Process; Developing Marketing Opportunities and Strategies; Deploying the Marketing Mix in Estates Management Services and Managing Marketing.

Module : Total Quality Management and ISO 9001

Credit : 3

The topics include : Philosophy of Quality; TQM & Management System; Benchmarking & JIT; Performance measurement & Statistical analysis; Continuous improvement & process effectiveness; Implementation, ISO9000 and current trends of Quality Models & future Development.

Module : Maintenance Management, CMMS and Information Systems

Credit : 4

The topics include : System Concepts and roles of MIS, Data and information; Hardware concepts; Programming; Applications software and operating system; Control and security issues; Maintenance management in estates; CMMS application in maintenance management and estates operations; Functions and structure of CMMS, Implementation strategies for CMMS; Systems management; CAFM and integration; Data communication: networking technology and The Internet and World Wide Web.

Module : Introduction to E-Commerce

Credit : 3

The topics include : Overview of e-commerce, B to C, B to B e-commerce; Use of EDI; EPS and Internet security; Business application design and implementation; Infrastructure for e-commerce; Evaluation of e-commerce applications development tools; Public policy and risk management.

Module : Project

Credit : 6

This is an integrated project which enables students to work as a group to make use of their knowledge and skills acquired from their studies.

Module : Building Lease, Appraisal, Purchase and Acquisition

Credit : #3

The topics include : Overview of real estate properties as an investment; The nature of value; The valuation process; Managing the master planning process, term and interests; Building cost estimates; Capitalization approach; Appraisal report; Managing purchase, acquisitions and dispositions; Managing the real estate portfolio.

Module : Sustainable Environment and ISO 14001

Credit : #3

The topics include : Introduction of Environment Protection (Water Pollution prevention, Air Pollution prevention, Land Pollution prevention, Noise Pollution prevention, Natural resources, Endanger species); Environmental legislation (International, Local); ISO 14001:1996 Standard (Environmental Impact Assessment, Emergency preparedness, Certification Process, Integration of management systems).

Module : Occupational Safety and Health

Credit : #2

The topics include: Occupational Health and Safety Legislation in Hong Kong; The Working Environment; Organization and Management of Safety and Health in the Workplace; Hazardous Processes; Machine Safety; Electrical Safety; Fire Safety; Chemical Safety; Manual Handling and Construction and Demolition Safety.

Module : Contract Management and Outsourcing of Services

Credit : #3

The topics include : Outsourcing (Benefits, costs and risk, Corporate core competence, strategy and outsourcing decisions, Evaluation of alternatives); Contract (Basic characteristics, Standardized approach, Contract law); Administration (The agreement, Validity, Form of contract, Liabilities, Contractor's obligations and Employer's obligations, Limitation of actions); Employment Law (The contract of employment, Employer's duties and obligations, Duties and rights of employees, Labor tribunal); Outsourcing service contract (Considerations- benefits and costs, Monitoring and managing contractor performance) and Conflicts and Disputes (Breach of contract- damage claims, Defects, Suspension & termination of contracts, Disputes resolution – arbitration or litigation).

Module : Recreation and Club Management

Credit : #2

The topics include : Recreation theory; Sociology of leisure; Planning for leisure; Private club; The club management; Event, activities and recreational sport management, Effective marketing & promotion; Financing of club; Cost control; Regulations, insurance and security awareness; Crisis Management; Handling difficult clients, resolving conflicts and cases for problem solving.

Module : Housekeeping Management

Credit : #3

The topics include : Introduction to housekeeping management (Overview of lodging operations, The role of the executive housekeeper, Interaction with other management functions); Organization of the housekeeping department, Management of operations (Management of inventory, equipment and supplies, Linen management, Laundry room management, The cleaning functions); Administration control (Controlling operations, Risk management) and Waste and environmental management.

* Not required in the 2-year programme.

Participants should select 4 modules out of the 6 electives, for minimum total of 11 credit units.