

COURSE CTR1030: CLIENT SERVICE 1**Level:** Introductory**Theme:** Client Service**Prerequisite:** None**Description:** Students are introduced to the principles and practices of client service. The learning acquired through other CTS courses is extended and enhanced, and opportunities are provided for students to apply and to integrate, in real-life contexts, the knowledge, skills and attitudes developed through other completed courses.

The context of instruction for this course is determined by the other CTS strands to which it is linked.

Parameters: This course must be linked to other CTS courses from within the Career Transitions strand or any other CTS strand. It may be delivered on campus, off campus or through a combination of both. Facility and teacher requirements to deliver this course are determined by the parameters specified for the CTS course to which this Client Service course is linked.**Curriculum and Assessment Standards**

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<i>The student will:</i> <ul style="list-style-type: none"> • define “client service” and explain the relationship between “client” and “service” • identify and describe the scope of client services available to clients • demonstrate and record basic client services, including: <ul style="list-style-type: none"> – applications of competencies learned in other courses – communication skills – safety practices 	<i>Assessment of student achievement should be based on:</i> <ul style="list-style-type: none"> • a description and rating of student performance of individual client service tasks. 	10
	<i>Assessment Tool</i> <i>Individual Client Service Assessment Tool</i>	
	<i>Standard</i> <i>Perform all tasks to a standard of 2 on the rating scale</i>	10
	<ul style="list-style-type: none"> • a logbook record that includes: <ul style="list-style-type: none"> – number of client services delivered – types of client services delivered – linkages to previously completed courses – indicators of client satisfaction – reflections and recommendations. 	80
	<i>Assessment Tool</i> <i>Client Service Logbook</i>	
	<i>Standard</i> <i>All sections have been completed accurately</i>	

COURSE CTR1030: CLIENT SERVICE 1 (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> demonstrate basic competencies. 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> observations of individual effort and interpersonal interaction during the learning process. <p><i>Assessment Tool</i> <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>Integrated throughout</p>

Concept	Specific Outcomes	Notes
<p>Client Service Defined</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> define “client service” explain the relationship between “client” and “service” identify and describe the similarities and differences between internal clients and external clients. 	
<p>Client Service Communication</p>	<ul style="list-style-type: none"> demonstrate effective face-to-face communication with clients use language (jargon) appropriate to the workplace respond appropriately to praise, complaints and criticism. 	
<p>Professionalism</p>	<ul style="list-style-type: none"> identify and describe professional behaviour appropriate to the selected work area dress appropriately for the work to be performed demonstrate respect and courtesy for clients focus on the task at hand without distraction. 	
<p>Safety</p>	<ul style="list-style-type: none"> identify and demonstrate health, safety and sanitation practices appropriate to the selected work area use appropriate tools for each task follow directions and manufacturer’s instructions 	<p>Consider encouraging students to enroll in one or more Job Safety Skills courses.</p>

COURSE CTR1030: CLIENT SERVICE 1 (continued)

Concept	Specific Outcomes	Notes
	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • put safety clothing and personal protective equipment, as appropriate: <ul style="list-style-type: none"> - on self - on clients • follow the employer’s safety code • identify, interpret and respond appropriately to safety signs and symbols. 	
Environmental Awareness	<ul style="list-style-type: none"> • dispose of waste and unwanted materials in an environmentally safe manner • identify and describe, where appropriate, the purpose of an environmental charge when selling/installing selected products. 	<p>For example, a \$4 per tire environmental charge is added to the cost of purchasing new tires.</p>
Quality Control/ Quality Assurance	<ul style="list-style-type: none"> • identify industry/sector standards for the selected work area • perform tasks to the standards specified • identify factors—low standards—affecting client satisfaction. 	<p>Standards may include:</p> <ul style="list-style-type: none"> • time, tolerances • appearance • quality.
Serving Clients	<ul style="list-style-type: none"> • apply competencies learned in other courses to a variety of client service situations • identify and explain current client service abilities and limitations • use appropriate resources to provide specified client services • demonstrate acceptable levels of client service • maintain a detailed record of client services delivered. 	<p>Encourage students to respond to the following questions:</p> <ul style="list-style-type: none"> • “What can I do to meet clients’ needs?” • “What client service skills would I like to develop?”
Client Service Management	<ul style="list-style-type: none"> • define and describe the relationships, as appropriate to the selected work area, among: <ul style="list-style-type: none"> - costs - work orders - wastage 	

COURSE CTR1030: CLIENT SERVICE 1 (continued)

Concept	Specific Outcomes	Notes
	<p><i>The student should:</i></p> <ul style="list-style-type: none">• identify and list all resources needed to perform a task, provide a service or complete a product/project related to the selected work area• calculate the costs of completing the task, service, product or project.	<p>Resources may include:</p> <ul style="list-style-type: none">• materials and supplies• labour• expected wastage• overhead costs.