

STANDARD	Students working at STANDARD must complete all sections of the career profile and demonstrate standard provided in column at the right. Use Presentations/Reports reference guide for rating scale.
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Area of Career Exploration:

Criteria	Minimum Standard Introductory	Minimum Standard Intermediate	Minimum Standard Advanced	Observed Rating
Job Title	1	2	3	_____
Task Description	1	2	3	_____
Working Conditions	1	2	3	_____
Educational Qualifications	1	2	3	_____
Employment Opportunities	1	2	3	_____
Potential for Advancement	1	2	3	_____
Salary Range Benefits	1	2	3	_____
How would you enjoy the work? Aspects you would not enjoy?	1	2	3	_____
References used.	1	2	3	_____
Rating Scale: 4 Exceeds defined outcomes. Plans and solves problems effectively and creatively in a self-directed manner. Tools, materials and/or processes are selected and used efficiently, effectively and with confidence. <i>Quality, particularly details and finishes, and productivity are consistent and exceed standards.</i> 3 Meets defined outcomes. Plans and solves problems in a self-directed manner. Tools, materials and/or processes are selected and used efficiently and effectively. <i>Quality and productivity are consistent.</i> 2 Meets defined outcomes. Plans and solves problems with limited assistance. Tools, materials and/or processes are selected and used appropriately. <i>Quality and productivity are reasonably consistent.</i> 1 Meets defined outcomes. Follows a guided plan of action. A limited range of tools, materials and/or processes are used appropriately. <i>Quality and productivity are reasonably consistent.</i> 0 Has not completed defined outcomes. Tools, materials and/or processes are used inappropriately.			REFLECTIONS/ COMMENTS:	

ASSESSMENT GUIDE: Customer Service Project

MECCSP

STANDARD	Students working at STANDARD must demonstrate the level of competency as indicated in module conditions and criteria and the standard indicated in rating columns below. The space to the right is provided for the recording of student performance.
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CRITERIA	PROBLEM			
	Minimum Standard Introductory	Minimum Standard Intermediate	Minimum Standard Advanced	Observed Rating
<i>The student:</i> Customer Need <input type="checkbox"/> greets customer in appropriate manner <input type="checkbox"/> is friendly/helpful while receiving order <input type="checkbox"/> asks leading questions to prompt customer response	2	2	3	_____
Writing Work Order <input type="checkbox"/> provides proper opening and closing <input type="checkbox"/> enters required details <input type="checkbox"/> uses appropriate service data (serial #, etc.) <input type="checkbox"/> is legible	2	2	3	_____
Performs Service <input type="checkbox"/> responds to customer need <input type="checkbox"/> identifies and reports other potential problems <input type="checkbox"/> manages time efficiently <input type="checkbox"/> shows eagerness, enthusiasm for work <input type="checkbox"/> is ethical	2	2	3	_____
Work Collaboratively <input type="checkbox"/> is able to get along with co-workers <input type="checkbox"/> takes responsibility for balanced work load <input type="checkbox"/> contributes to problem solving and decision making	2	2	3	_____
Quality of Service <input type="checkbox"/> meets work order request <input type="checkbox"/> exhibits completeness in adjustments, replacement <input type="checkbox"/> uses supplies effectively, tools used correctly <input type="checkbox"/> cleans/restores to original condition <input type="checkbox"/> reports service performed	2	2	3	_____
Maintenance Schedule <input type="checkbox"/> includes unit descriptive information <input type="checkbox"/> includes service variables <input type="checkbox"/> develops a comprehensive schedule	2	2	3	_____
Rating Scale: 4 Exceeds defined outcomes. Plans and solves problems effectively and creatively in a self-directed manner. Tools, materials and/or processes are selected and used efficiently, effectively and with confidence. <i>Quality, particularly details and finishes, and productivity are consistent and exceed standards. Leads others to contribute to team goals. Analyzes and provides effective client/customer services beyond expectations.</i> 3 Meets defined outcomes. Plans and solves problems in a self-directed manner. Tools, materials and/or processes are selected and used efficiently and effectively. <i>Quality and productivity are consistent. Works cooperatively and contributes ideas and suggestions that enhance team effort. Analyzes and provides effective client/customer services.</i> 2 Meets defined outcomes. Plans and solves problems with limited assistance. Tools, materials and/or processes are selected and used appropriately. <i>Quality and productivity are reasonably consistent. Identifies and provides customer/client services.</i> 1 Completed tasks as directed, demonstrating basic skills by following a guided course of action. <i>Quality and productivity meet standard but are inconsistent.</i> 0 Has not completed defined outcomes. Tools, materials and/or processes are used inappropriately.	REFLECTIONS/ COMMENTS:			

STANDARD	Students working at STANDARD must demonstrate the level indicated in the specified module conditions and criteria. The column to the right indicates the minimum rating for at standard performance for introductory, intermediate and advanced modules. The blank space to the far right provides space for recording observed performance of a student.
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CRITERIA	RATING			
	Minimum Standard Introductory	Minimum Standard Intermediate	Minimum Standard Advanced	Observed Rating
<i>The student:</i>				
<input type="checkbox"/> understands and follows personal, environmental and shop/lab safety and health procedures	2	2	3	_____
<input type="checkbox"/> uses personal protective equipment including shop coat/coveralls	2	2	3	_____
<input type="checkbox"/> uses tools/equipment safely	2	2	3	_____
<input type="checkbox"/> cleans and organizes workstation/facility	2	2	3	_____
<input type="checkbox"/> carries out specific health and safety concerns as listed in specific module conditions and criteria	2	2	3	_____

<p>Rating Scale:</p> <p>4 Transfers and applies personal, environmental and shop/lab safety and health procedures in an exemplary manner.</p> <p>3 Recognizes and follows personal, environmental and lab/shop safety and health procedures.</p> <p>2 Recognizes and follows personal, environmental and shop/lab safety and health procedures with occasional prompting.</p> <p>1 Follows personal, environmental and lab/shop procedures with some prompting.</p>	<p>REFLECTIONS/COMMENTS:</p>
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TASK					
Identifying the Problem	4	3	2	1	N/A
Correction of the Problem	4	3	2	1	N/A
Evaluation of the Problem	4	3	2	1	N/A

Rating Scale:

- 4** Problems were solved in effective and creative ways in a self-directed manner. Follows appropriate steps to determine the extent of the problem and is able to recommend a number of possible solutions. Chooses and evaluates the best possible solution.
- 3** Understands the problem. Follows appropriate steps to determine the extent of the problem and is able to recommend a number of solutions.
- 2** Understands the problem and with limited guidance is able to determine the extent of the problem and able to recommend two or more solutions.
- 1** Has some understanding of the problem. With assistance can recommend one or more solution to the problem.

**Performance Rating:
See Module Criteria and
Conditions**

PROBLEM SOLVING CHECKLIST:

Problem: (See Module Criteria and Conditions)

The student:

Identifying the Problem:

- uses proper tools, equipment and resources
- pinpoints faulty system(s) and/or subsystem(s)
- pinpoints faulty component(s)
- uses acceptable procedure
- documents the problem

Correction/Solution

- uses acceptable process
- uses proper tools and/or equipment
- restores to acceptable standard
- uses most cost-effective approach

Evaluation of Problem

- is able to verify corrected problem
- is able to recommend ways to avoid/minimize problem in future

REFLECTIONS/COMMENTS: