Colorado CTE

Personal Care Services (2015): Grades 9, 10, 11, 12, Higher Education

Adopted 2015

Use the technical knowledge skills required to pursue the targeted careers for all pathways in the career cluster, including knowledge of design, operation and maintenance of technological systems critical to the career cluster. PCSP.01

01. **Describe and apply technical knowledge and skills required to be successful in careers in the human services area.** PCSP.01.01
    a. Practice skills in a chosen career path to gain familiarity with technical processes. PCSP.01.01.A

02. **Select and use cost effective resources to assist with planning the delivery of human services.** PCSP.01.02
    a. Practice skills in a chosen career path to gain familiarity with technical processes. PCSP.01.02.A

03. **Describe and apply human development principles to enhance the well being of individuals served by the human services industry.** PCSP.01.03
    a. Demonstrate services that align with human development principles. PCSP.01.03.A

04. **Synthesize client and professional information to attract new clientele and retain present clientele.** PCSP.01.04
    a. Research/assess client records to determine trends. PCSP.01.04.A
    b. Research current techniques and trends to determine applicability to business/organization. PCSP.01.04.B

05. **Employ administrative/clerical procedures and systems to provide client satisfaction.** PCSP.01.05
    a. Use software to create in-house documents and advertising materials. PCSP.01.05.A
    b. Maintain current and accurate client records using office/records management systems. PCSP.01.05.B

06. **Select and apply various methods of obtaining feedback from clients and their families to understand their expectations and promote high quality standards.** PCSP.01.06

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a. Identify client/family needs through evaluation of information elicited through various methods. PCSP.01.06.A

b. Provide high-quality services and products. PCSP.01.06.B

c. Design alternative delivery of services to serve special needs clients. PCSP.01.06.C

d. Create a customer satisfaction survey to collect feedback on services provided. PCSP.01.06.D

e. Use a customer satisfaction survey to collect feedback on services provided. PCSP.01.06.E

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07. **Employ techniques, principles, tools and instruments when developing efficient and safe delivery of client services to enhance client satisfaction.** PCSP.01.07

a. Produce and use precision technical plans to develop delivery of client services. PCSP.01.07.A

b. Create and use drawings and models to develop delivery of client services. PCSP.01.07.B