

Professional Technical Studies: Human Services Cluster
Personal Care Services Pathway

Strand:	
PT-PCS1	<p>Academics Students apply English language arts, mathematics, science, and social studies content area skills.</p>
Standard:	PT-PCS1a: The student will apply mathematics skills to provide services so as to:
Components:	<p>PT-PCS1a.1: use addition, subtraction, multiplication, division, percentage, ratio and proportion, and geometric concepts to manage math-based information; and</p> <p>PT-PCS1a.2: use charts, tables, and graphs as resources for business decisions.</p>
Standard:	PT-PCS1b: The student will apply principles of biology, identifying living tissues, cells, and organisms to provide/select safe and effective products and services so as to:
Components:	<p>PT-PCS1b.1: identify and explain functions and interdependencies of tissues, cells, and organisms to provide/select safe and effective products and services; and</p> <p>PT-PCS1b.2: identify and explain interactions of tissues, cells, and organisms with each other and the environment to provide/select safe and effective products and services.</p>
Standard:	PT-PCS1c: The student will interpret written sentences and paragraphs in work-related documents to obtain items of information so as to:
Component:	PT-PCS1c.1: use reading strategies to decode meaning, technical concepts, and vocabulary, and follow directions.
Standard:	PT-PCS1d: The student will apply principles of chemistry, explaining the composition, structure, and properties of substances and of chemical processes to provide broad-range services so as to:
Components:	<p>PT-PCS1d.1: identify appropriate uses of chemicals;</p> <p>PT-PCS1d.2: understand chemical interactions; and</p> <p>PT-PCS1d.3: recognize potential problems of improper chemical use and the impact of these problems on clients.</p>
Strand:	
PT-PCS2	<p>Communication Skills Students use information technology to express and interpret information.</p>
Standard:	PT-PCS2a: The student will select communication strategies to effectively serve personal care clients/family members so as to:
Components:	<p>PT-PCS2a.1: use effective oral and written communication skills to address personal care clients/family members;</p> <p>PT-PSC2a.2: consult with individuals/family members to determine needs, preferences, and resources;</p>

	PT-PSC2a.3: use interpersonal skills relating to client sensitivity, ethnic diversity, and building rapport to evaluate client point of view and interact respectfully; and
	PT-PCS2a.4: use verbal and nonverbal communication skills to establish and maintain positive relationships with coworkers, other professionals, and individuals/families.
Standard:	PT-PCS2b: The student will apply advertising principles to attract and retain a large clientele so as to:
Component:	PT-PCS2b.1: evaluate and use media to provide maximum impact on particular client populations.

Strand:
PT-PCS3

Problem Solving and Critical Thinking

Students use information technology to define, test, and solve problems.

Standard:	PT-PCS3a: The student will assist individuals to recognize concerns and make informed decisions so as to:
Components:	PT-PCS3a.1: use several approaches to identify and evaluate alternatives; and PT-PCS3a.2: evaluate customer feedback to use it to best advantage.
Standard:	PT-PCS3b: The student will facilitate the development of an individualized plan to reflect client/family preferences, needs, and interests so as to:
Component:	PT-PCS3b.1: analyze client/family wishes, in conjunction with feasibility, to create a course of treatment/action.
Standard:	PT-PCS3c: The student will use time management principles and techniques to achieve objectives so as to:
Component:	PT-PCS3c.1: maintain a business/appointment schedule to effectively serve client/family/community.
Standard:	PT-PCS3d: The student will use interpretation and evaluation skills to enhance client satisfaction so as to:
Components:	PT-PCS3d.1: observe client/family to interpret client satisfaction with solutions, procedures, and products; and PT-PCS3d.2: interpret technical information to choose best resource for use with client's/family's unique preferences.

Strand:
PT-PCS4

Information Technology Applications

Students use computers, networks, and communication technology to access, organize, process, transmit, and communicate information.

Standard:	PT-PCS4a: The student will use technology to analyze data and information so as to:
Components:	PT-PCS4a.1: summarize, compare, and contrast information to arrive at reliable conclusions; PT-PCS4a.2: interpret information about a client, product, process, or topic needed to initiate action; and PT-PCS4a.3: use appropriate software to represent existing client, product, service, or topic information in a different form.

Standard:	PT-PCS4b:	The student will keep electronic records of client services to access and safeguard crucial client information so as to:
Component:	PT-PCS4b.1:	comply with established procedures to store and retrieve information.
Strand:	PT-PCS5	Systems Students use an organized set of ideas and principles to explain or interact among structured organizations.
Standard:	PT-PCS5a:	The student will allocate resources to provide maximum benefit for the client, service provider, business, or organization so as to:
Component:	PT-PCS5a.1:	order and stock products/inventory from vendors to keep supplies available for offering timely client services and products.
Standard:	PT-PCS5b:	The student will examine the range of personal care resources to access at appropriate times so as to:
Components:	PT-PCS5b.1:	design, analyze, and obtain resources necessary for business practice.
Strand:	PT-PCS6	Safety, Health, and Environment Students understand the importance of safety, health, environmental, and regulatory compliance in the workplace.
Standard:	PT-PCS6a:	The student will practice emergency procedures and implement them as needed so as to:
Components:	PT-PCS6a.1:	follow policies, procedures, and regulations to achieve a safe and healthy work environment; and
	PT-PCS6a.2:	implement procedures to protect the health and safety of all.
Standard:	PT-PCS6b:	The student will recognize risks and potentially hazardous situations to help minimize workplace dangers so as to:
Components:	PT-PCS6b.1:	evaluate emergency situations to defuse them and determine intervention strategies; and
	PT-PCS6b.2:	use established guidelines, policies, and procedures to take appropriate measures (e.g., personal protective equipment, etc.)
Strand:	PT-PCS7	Leadership and Teamwork Students collaborate with others to accomplish goals and objectives.
Standard:	PT-PCS7a:	The student will set priorities to accomplish the mission of the personal care organization so as to:
Component:	PT-PCS7a.1:	establish and maintain effective working relationships with all levels of personnel to provide effective services to the client/family.
Standard:	PT-PCS7b:	The student will access appropriate material to establish a personal role in setting priorities for personal care organization so as to:

Component:	PT-PCS7b.1:	use organization's policies, procedures, and regulations to work with other coworkers in developing practices sensitive to cultural, religious, disability, and gender issues.
Standard:	PT-PCS7c:	The student will analyze the personal care environmental context and factors that may influence future direction so as to:
Component:	PT-PCS7c.1:	use conflict-management skills to facilitate solutions.
Standard:	PT-PCS7d:	The student will use leadership skills to maintain a positive relationship with the community so as to:
Components:	PT-PCS7d.1:	maintain a helpful profile in the professional community and in the larger community to enhance community life; and
	PT-PCS7d.2:	act as a community educator and advocate for the profession
Strand:		
PT-PCS8	Employability and Career Development	Students use skills to plan career paths and pursue career opportunities.
Standard:	PT-PCS8a:	The student will continue professional development to keep current on relevant resources and information so as to:
Component:	PT-PCS8a.1:	use performance information to evaluate personal performance of goals and self-improvement issues.
Strand:		
PT-PCS9	Technical Skills	Students select and use technology tools to provide customer service.
Standard:	PT-PCS9a:	The student will apply technical knowledge and skills required to function in personal care services so as to:
Component:	PT-PCS9a.1:	practice in chosen occupation to gain functional skills.
Standard:	PT-PCS9b:	The student will synthesize client and professional information to attract clientele and retain present clientele so as to:
Components:	PT-PCS9b.1:	assess current techniques and trends to determine applicability to business/organization; and
	PT-PCS9b.2:	assess client records to determine trends.
Standard:	PT-PCS9c:	The student will apply administrative/clerical procedures and systems to provide satisfaction for client so as to:
Component:	PT-PCS9c.1:	use software to create in-house documents and advertising materials; and
	PT-PCS9c.2:	use office/records management systems to keep client records current/accurate.
Standard:	PT-PCS9d:	The student will apply principles and processes for providing personal care services to satisfy the client's expectations so as to:
Components:	PT-PCS9d.1:	elicit and evaluate information to identify client's/family's needs; and
	PT-PCS9d.2:	provide services and products to conform to the highest quality standards possible.

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Standard:	PT-PCS9e:	The student will use techniques, principles, tools, and instruments to develop efficient and safe delivery of client services so as to:
Components:	PT-PCS9e.1:	produce and use precise technical plans to develop delivery of client services; and
	PT-PCS9e.2:	create and use drawings and models to develop delivery of client services.
Standard:	PT-PCS9f:	The student will apply economic and accounting principles and practices to promote business success and growth so as to:
Components:	PT-PCS9f.1:	identify banking principles and evaluate banking institutions to determine where to establish a business account; and
	PT-PCS9f.2:	investigate how financial markets work to make successful investment choices.
Standard:	PT-PCS9g:	The student will apply principles of mechanics to choose, evaluate, and maintain service equipment so as to:
Component:	PT-PCS9g.1:	evaluate the design, use, and benefits of service to choose equipment.