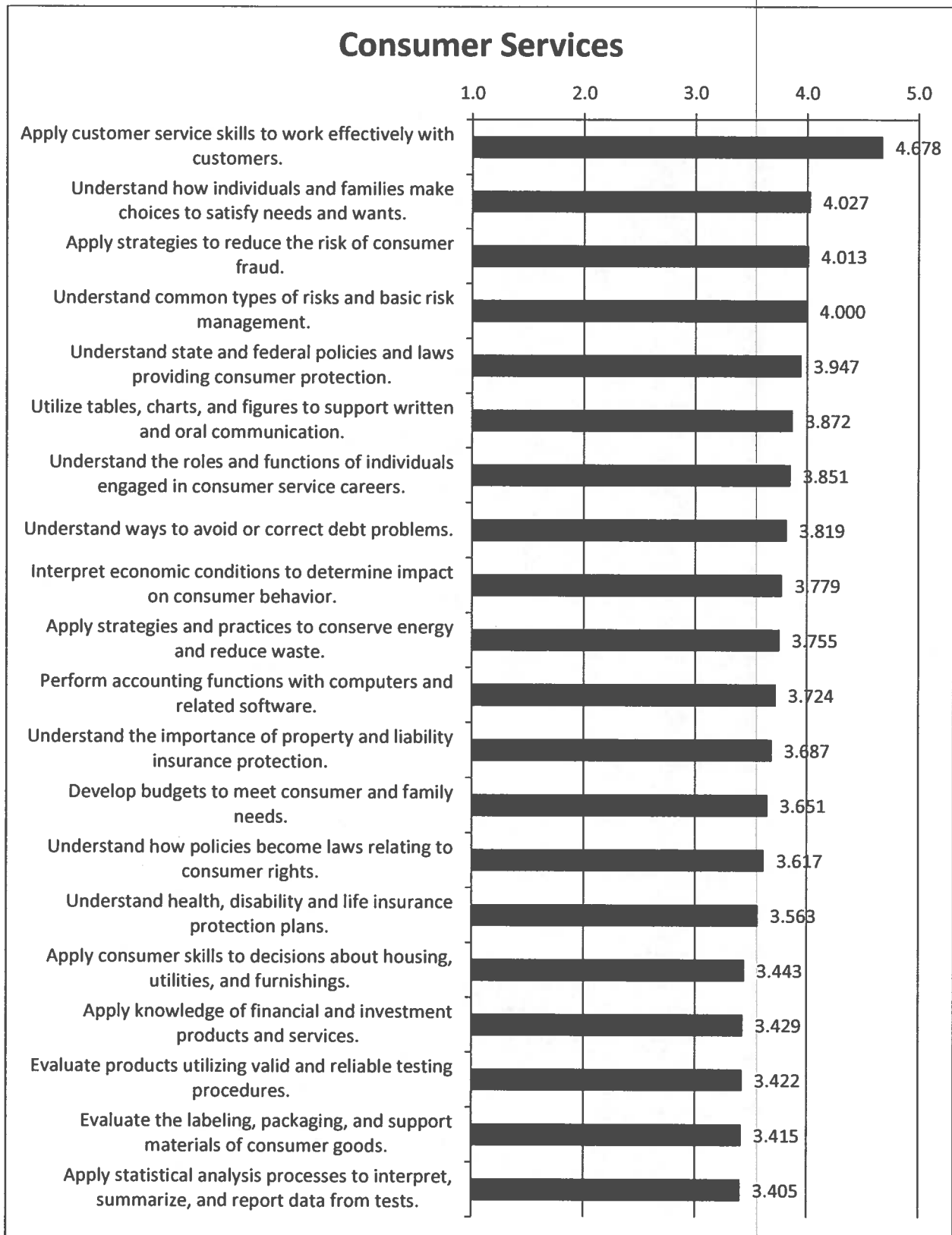


II. Consumer Services



Consumer Services

Skill/Knowledge Set	Mean	Minimum	Maximum	Mode	Standard Error of Mean	Valid N
Apply customer service skills to work effectively with customers.	4.678	1	5	5	.067	152
Understand how individuals and families make choices to satisfy needs and wants.	4.027	1	5	5	.104	149
Apply strategies to reduce the risk of consumer fraud.	4.013	1	5	5	.103	151
Understand common types of risks and basic risk management.	4.000	1	5	5	.095	149
Understand state and federal policies and laws providing consumer protection.	3.947	1	5	5	.106	150
Utilize tables, charts, and figures to support written and oral communication.	3.872	1	5	5	.094	148
Understand the roles and functions of individuals engaged in consumer service careers.	3.851	1	5	5	.102	148
Understand ways to avoid or correct debt problems.	3.819	1	5	5	.109	149
Interpret economic conditions to determine impact on consumer behavior.	3.779	1	5	5	.102	149
Apply strategies and practices to conserve energy and reduce waste.	3.755	1	5	5	.102	151
Perform accounting functions with computers and related software.	3.724	1	5	5	.106	152
Understand the importance of property and liability insurance protection.	3.687	1	5	5	.114	150
Develop budgets to meet consumer and family needs.	3.651	1	5	5	.118	146
Understand how policies become laws relating to consumer rights.	3.617	1	5	5	.115	149
Understand health, disability and life insurance protection plans.	3.563	1	5	5	.120	151
Apply consumer skills to decisions about housing, utilities, and furnishings.	3.443	1	5	5	.121	149
Apply knowledge of financial and investment products and services.	3.429	1	5	5	.117	147
Evaluate products utilizing valid and reliable testing procedures.	3.422	1	5	5	.118	147
Evaluate the labeling, packaging, and support materials of consumer goods.	3.415	1	5	4	.113	147
Apply statistical analysis processes to interpret, summarize, and report data from tests.	3.405	1	5	4	.112	148

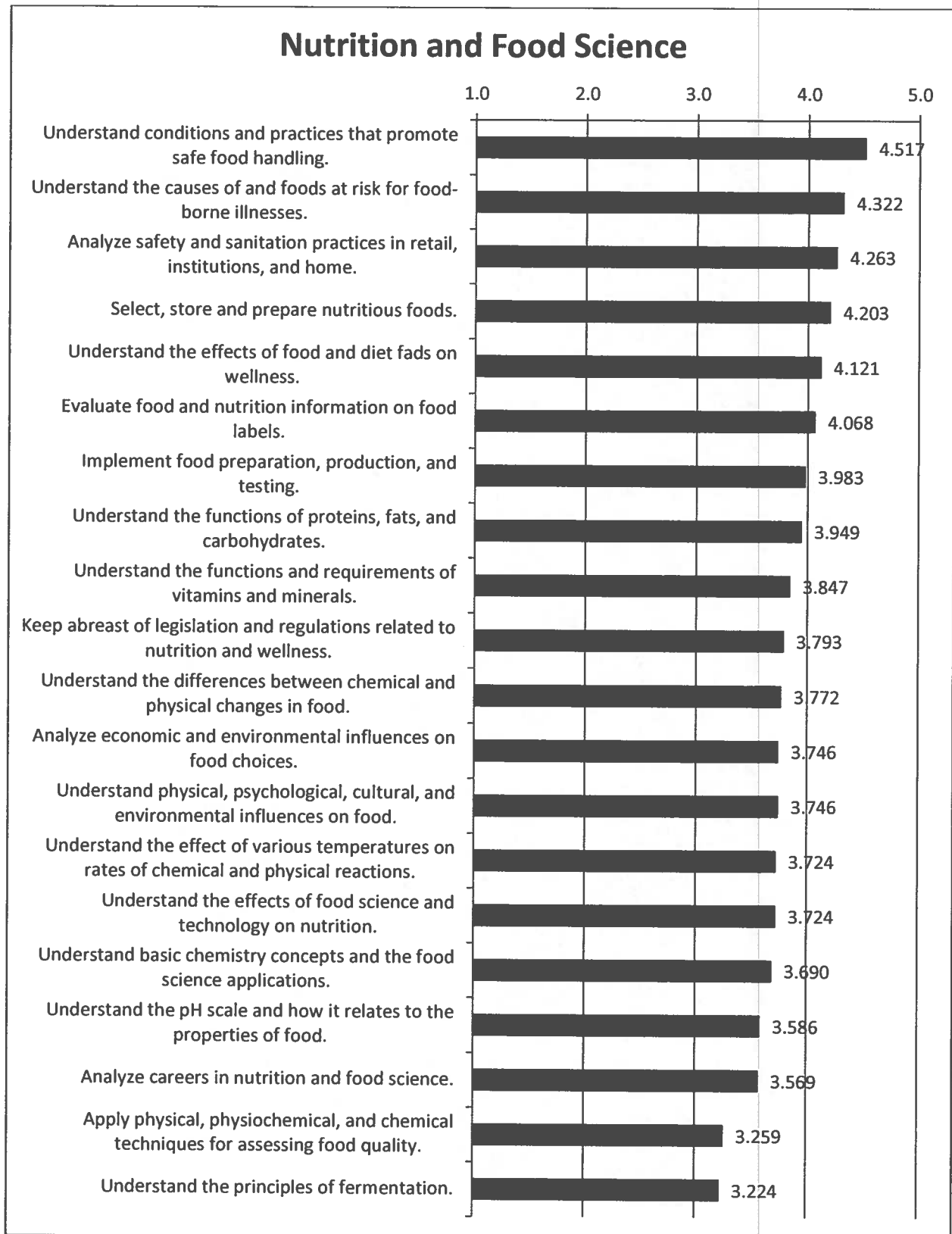
Suggested Additional Skills and Other Responses

Basic Knowledge of Consumer Finances and Protection

Ability to teach students the importance of this knowledge as it relates to everyday life and living

Make it relevant but understandable not too academic and out of reach of most students

III. Nutrition and Food Science



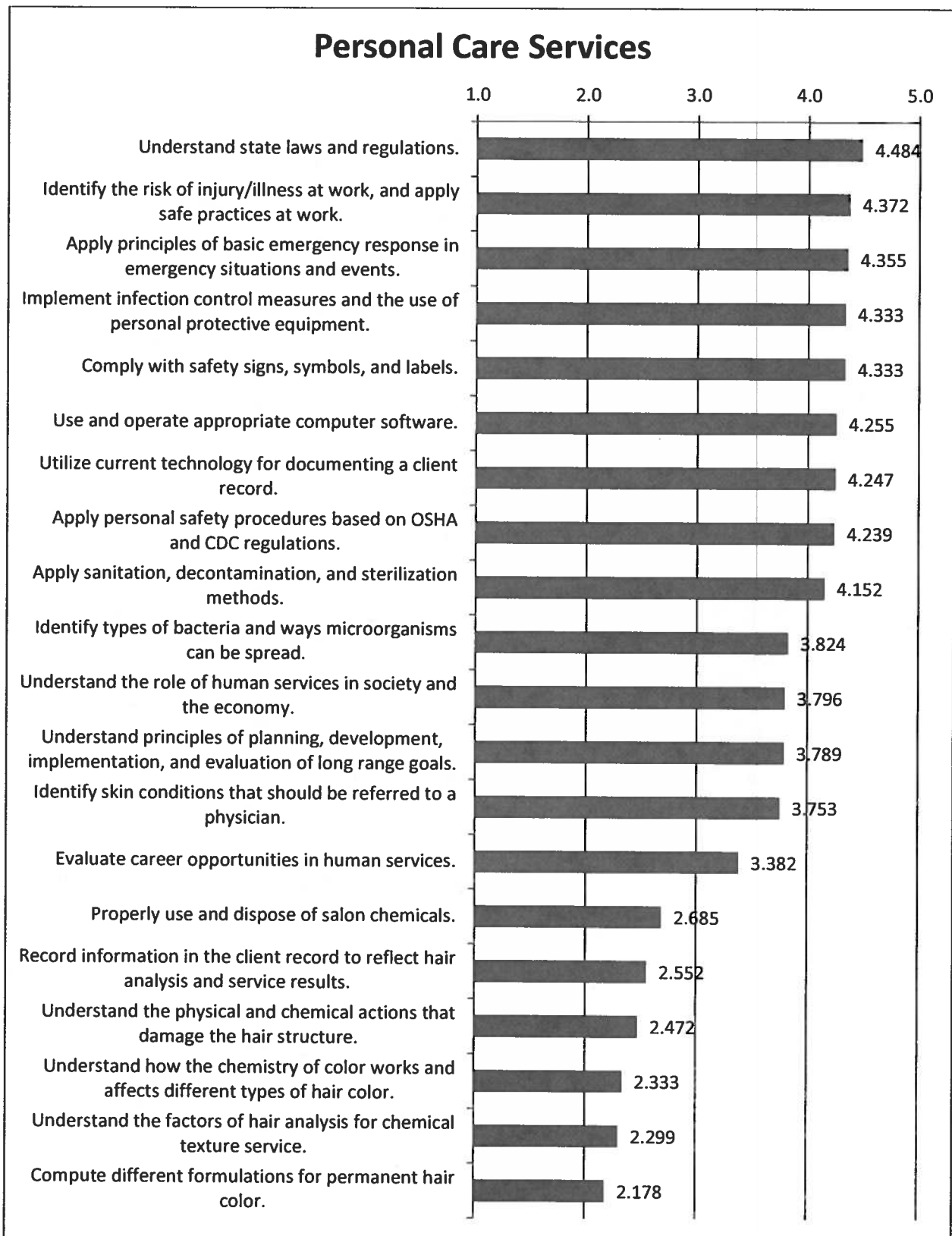
Human Services - Nutrition and Food Science

Skill/Knowledge Set	Mean	Minimum	Maximum	Mode	Standard	Valid N
					Error of Mean	
Understand conditions and practices that promote safe food handling.	4.517	1	5	5	.137	58
Understand the causes of and foods at risk for food-borne illnesses.	4.322	1	5	5	.156	59
Analyze safety and sanitation practices in retail, institutions, and home.	4.263	1	5	5	.155	57
Select, store and prepare nutritious foods.	4.203	1	5	5	.162	59
Understand the effects of food and diet fads on wellness.	4.121	1	5	5	.144	58
Evaluate food and nutrition information on food labels.	4.068	1	5	5	.167	59
Implement food preparation, production, and testing.	3.983	1	5	5	.164	58
Understand the functions of proteins, fats, and carbohydrates.	3.949	1	5	5	.175	59
Understand the functions and requirements of vitamins and minerals.	3.847	1	5	5	.153	59
Keep abreast of legislation and regulations related to nutrition and wellness.	3.793	1	5	5	.161	58
Understand the differences between chemical and physical changes in food.	3.772	1	5	5	.170	57
Analyze economic and environmental influences on food choices.	3.746	1	5	5	.167	59
Understand physical, psychological, cultural, and environmental influences on food.	3.746	1	5	5	.180	59
Understand the effect of various temperatures on rates of chemical and physical reactions.	3.724	1	5	5	.187	58
Understand the effects of food science and technology on nutrition.	3.724	1	5	5	.165	58
Understand basic chemistry concepts and the food science applications.	3.690	1	5	5	.173	58
Understand the pH scale and how it relates to the properties of food.	3.586	1	5	5	.169	58
Analyze careers in nutrition and food science.	3.569	1	5	5	.189	58
Apply physical, physiochemical, and chemical techniques for assessing food quality.	3.259	1	5	5	.193	58
Understand the principles of fermentation.	3.224	1	5	4	.186	58

Suggested Additional Skills and Other Responses

basic physiology
obesity-related diseases

IV. Personal Care Services



Personal Care Services

Skill/Knowledge Set	Mean	Minimum	Maximum	Mode	Standard	Valid N
					Error of Mean	
Understand state laws and regulations.	4.484	1	5	5	.088	91
Identify the risk of injury/illness at work, and apply safe practices at work.	4.372	1	5	5	.112	94
Apply principles of basic emergency response in emergency situations and events.	4.355	1	5	5	.112	93
Implement infection control measures and the use of personal protective equipment.	4.333	1	5	5	.118	93
Comply with safety signs, symbols, and labels.	4.333	1	5	5	.126	93
Use and operate appropriate computer software.	4.255	1	5	5	.097	94
Utilize current technology for documenting a client record.	4.247	1	5	5	.110	89
Apply personal safety procedures based on OSHA and CDC regulations.	4.239	1	5	5	.131	92
Apply sanitation, decontamination, and sterilization methods.	4.152	1	5	5	.140	92
Identify types of bacteria and ways microorganisms can be spread.	3.824	1	5	5	.159	91
Understand the role of human services in society and the economy.	3.796	1	5	5	.126	93
Understand principles of planning, development, implementation, and evaluation of long range goals.	3.789	1	5	4	.121	90
Identify skin conditions that should be referred to a physician.	3.753	1	5	5	.158	89
Evaluate career opportunities in human services.	3.382	1	5	5	.155	89
Properly use and dispose of salon chemicals.	2.685	1	5	1	.197	89
Record information in the client record to reflect hair analysis and service results.	2.552	1	5	1	.186	87
Understand the physical and chemical actions that damage the hair structure.	2.472	1	5	1	.179	89
Understand how the chemistry of color works and affects different types of hair color.	2.333	1	5	1	.175	87
Understand the factors of hair analysis for chemical texture service.	2.299	1	5	1	.170	87
Compute different formulations for permanent hair color.	2.178	1	5	1	.167	90

Suggested Additional Skills and Other Responses

The importance of haircutting technique and it's mastery

Transfer skills/Body mechanics

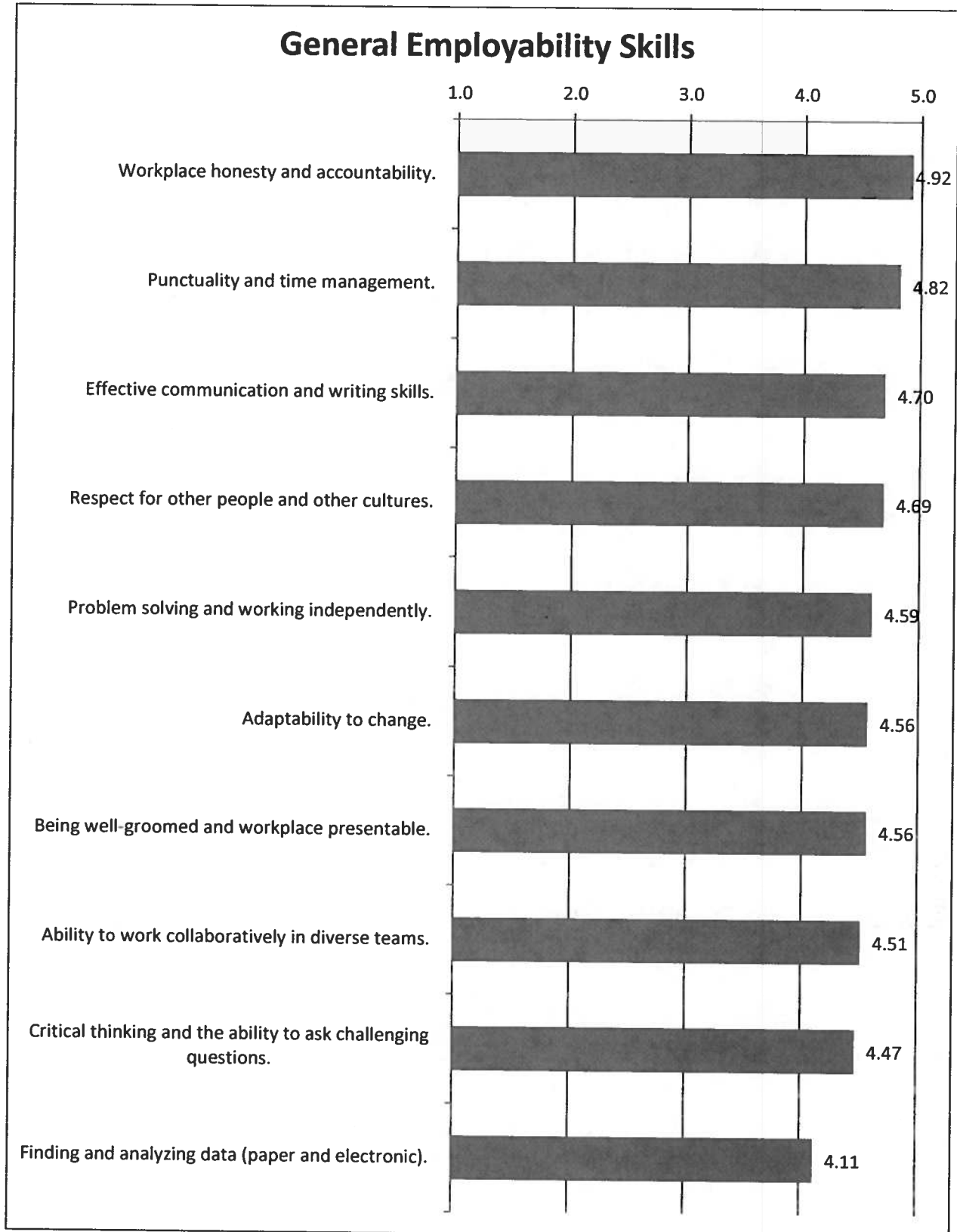
Effective client interview skills

Understand the importance of clean/sterile equipment in the patient environment

CPR/First Aid/AED Certification

Document all client interaction

I. General Employability Skills



General Employability Skills

Skill/Knowledge Set	Mean	Minimum	Maximum	Mode	Standard Error of Mean	Valid N
Workplace honesty and accountability.	4.92	1	5	5	.009	2173
Punctuality and time management.	4.82	1	5	5	.011	2172
Effective communication and writing skills.	4.70	1	5	5	.014	2179
Respect for other people and other cultures.	4.69	1	5	5	.015	2169
Problem solving and working independently.	4.59	1	5	5	.015	2163
Adaptability to change.	4.56	1	5	5	.015	2179
Being well-groomed and workplace presentable.	4.56	1	5	5	.016	2178
Ability to work collaboratively in diverse teams.	4.51	1	5	5	.017	2180
Critical thinking and the ability to ask challenging questions.	4.47	1	5	5	.016	2172
Finding and analyzing data (paper and electronic).	4.11	1	5	5	.021	2175

Suggested Additional Skills and Other Responses	Frequency
Creativity	19
Ability to learn new skills or improve upon skills	22
Other	23
Leadership skills & ability to follow directions	44
Flexibility	55
Adhere to workplace ethics & rules (Being responsible)	99
Communication, Cooperation, Collaboration	120
Attitude (positive, take initiative, motivated, etc.)	121
Being effective and efficient	129
Competent in necessary skills	217