

Description of Specific and Related Occupational Training

The occupational essential knowledge and skills listed below are provided as a convenience to promote quality standards in work-based training. Additional space is available to add specific training opportunities not otherwise identified as essential knowledge and skills. NOTE: Occupational training objectives having no state adopted essential knowledge and skills will require the training plans to be individually developed.

Institutional Maintenance Management and Services State Adopted Essential Knowledge and Skills	To Be Done		Related Study Assignments*
	Work-Based Instruction	Class Instruction	
(1A) Identify routine maintenance practices of a specific business.			1, 2, 3, 12
(1B) Explain the organizational structure of a specific business.			1
(1C) Adhere to company policies and procedures.			3, 16
(1D) Determine societal, cultural, and demographic factors influencing institutional maintenance practices and procedures.			1, 2, 3
(1E) Describe institutional maintenance practices to accommodate employees or others with special needs.			1
(2A) Evaluate management styles.			2, 3
(2B) Analyze leadership responsibilities.			1
(2C) Identify fiscal management responsibilities.			7
(2D) Explain the role of management in compliance with local, state, and federal laws and policies.			1
(3A) Assess characteristics of positive client relationships.			5
(3B) Describe how societal and cultural patterns influence communication.			6
(3C) Discuss issues of confidentiality, respect, and acceptance that impact client relations.			5
(3D) Differentiate marketing and public relations plans effective for various types of operations.			3
(4A) Evaluate potential safety hazards in the workplace.			8, 9, 15
(4B) Practice procedures that contribute to safe working conditions.			8, 9, 15, 16
(4C) Apply safety and sanitation procedures when performing assigned tasks.			8, 9, 12, 15, 18
(4D) Analyze government regulations impacting safety and sanitation practices in institutional maintenance operations.			8, 9, 15
(5A) Demonstrate safe and responsible storage, use, and disposal of materials.			8, 9, 10, 15
(5B) Describe environmental issues specific to an assigned workplace.			8, 9, 15, 17

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	Work-Based Instruction	Class Instruction	
(5C) Demonstrate appropriate responses to emergency situations.			8, 9
(6A) Analyze principles of time management and work simplification when performing assigned tasks.			12, 13, 14, 17
(6B) Demonstrate how to function effectively when performing routine procedures and practices related to specific businesses.			12, 13
(6C) Predict the impact of effective time management and work simplification on the cost of institutional maintenance.			12, 14
(7A) Develop guidelines for selecting equipment, supplies, and procedures for assigned tasks.			3, 10, 11, 12, 13, 15, 16, 17, 18
(7B) Apply appropriate procedures while operating equipment and using tools and products in the performance of assigned tasks.			10, 11, 12, 13, 15, 17, 18
(7C) Describe the impact of technology on equipment, supplies, and procedures utilized in the industry.			1, 3, 10, 12, 16, 17, 18
(7D) Describe appropriate procedures for completing a variety of tasks involved in institutional maintenance.			11, 12, 13, 16
(7E) Demonstrate correct procedures for displaying flags.			13
(7F) Predict institutional maintenance cost variances based on material, surface, and furnishing considerations.			10, 15, 18
(8A) Exhibit work simplification techniques and prescribed procedures for specific cleaning tasks.			10, 12, 13
(8B) Determine appropriate responses in accommodating guest and patient requests.			16
(8C) Apply safe and sanitary techniques when handling soiled linens and disposable materials.			13, 18
(8D) Describe appropriate respect and care for personal property of guests and patients.			5, 13, 16
(8E) Apply recommended procedures for entering and exiting guest and patient rooms.			16
(9A) Perform appropriate laundry tasks according to industry standards.			17, 18
(9B) Compare a variety of laundry products and their suitability for specific uses.			17

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(9C) Explain the importance of prelaundry procedures.			17
(9D) Differentiate the functions of thermal, mechanical, and chemical energy in laundry operations.			17
(9E) Describe procedures for appropriately folding, storing, mending, and recycling linens.			17, 18
(9F) Describe procedures for handling and cleaning contaminated linens.			17, 18
(10A) Demonstrate effective verbal, nonverbal, written, and electronic communication skills.			5, 6
(10B) Demonstrate effective methods to secure, maintain, and terminate employment.			4, 6, 7
(10C) Demonstrate positive interpersonal skills including conflict resolution, negotiation, teamwork, and leadership.			6, 7
(10D) Evaluate the relationship of good physical and mental health to job success and achievement.			4, 14
(10E) Demonstrate appropriate grooming and appearance for the workplace.			4, 5, 6, 7
(10F) Demonstrate appropriate business and personal etiquette in the workplace.			4, 5, 6, 7
(10G) Exhibit productive work habits and attitudes.			4, 6, 7
(11A) Determine preparation requirements for various levels of employment in a variety of institutional maintenance management and services careers.			1, 2
(11B) Analyze the future employment outlook in the institutional maintenance management and services industry.			1, 2, 3
(11C) Describe entrepreneurial opportunities in institutional maintenance management and services.			3
(11D) Determine how interests, abilities, personal priorities, and family responsibilities affect career choice.			2, 3
(11E) Compare rewards and demands for various levels of employment in a variety of careers.			2, 3
(11F) Determine continuing education opportunities that enhance career advancement and promote lifelong learning.			1

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	Work-Based Instruction	Class Instruction	
(11G) Predict the impact of technological advancements on the institutional maintenance management and services industry.			3, 8, 10
(11H) Analyze economic, cultural, and societal influences on the industry.			1, 2, 3
(12A) Summarize the rights and responsibilities of employers and employees.			7
(12B) Exhibit ethical practices as defined by the institutional maintenance management and services industry.			4, 7
(12C) Analyze legal aspects of the institutional maintenance management and services industry.			7
(13A) Analyze challenges of managing multiple family, community, and wage-earner roles.			2, 3
(13B) Exhibit management practices facilitating individuals assuming multiple roles.			2, 3, 7

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Click here to return to the FCS Program Management Menu