

Student Organization

Consumer Services programs are required to have an affiliated FCCLA (*Family, Career & Community Leaders of America*) chapter as an integral part of the instructional program.



FCCLA is unique among youth organizations because its programs are planned and run by members. It is the only Career and Technical Student Organization with the family as its central focus. Participation in national programs and chapter activities helps members become strong leaders in their families, careers, and communities.

Involvement in FCCLA offers members the opportunity to expand their leadership potential and develop skills for life planning, goal setting, problem solving, decision making, and interpersonal communication necessary in the home and workplace.

STATE OF ARKANSAS

Mike Beebe



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Consumer Services

*Developing
Knowledge, Skills,
Attitudes & Behavior*

Office of Family and Consumer Sciences
Suellen Ward, Program Manager

Consumer Services

The Consumer Services Program of Study is categorized in the Human Services Career Cluster and is part of the Consumer Services Pathway. People with careers in this pathway assist individuals with decisions relating to finance, real estate, insurance and consumer goods.

Sample occupations in this pathway include certified financial planner, consumer advocate,



consumer affairs officer, consumer credit counselor, consumer

research representative, customer service representative, employee benefits representative, financial advisor, and market researcher. Personal financial advisors who sell stocks, bonds, real estate or insurance may need licenses to perform these services, and there are many industry certifications available for other occupations in this pathway. Most community colleges, career and technical schools and universities offer degree programs that prepare individuals for these careers. The job outlook is favorable with employment expected to increase faster than the average for all occupations.

An advisory committee, which consists of community business and industry representatives and meets twice annually, is required for this program of study.

Foundation Course

The foundation course for the Consumer Services Program of Study is Family and Consumer Sciences Investigation (Family CSI). This course is a one semester class which may be taught in either the seventh or eighth grade.

Core Courses

The core (required) courses for the Consumer Services Program of Study are:

Personal and Family Finance	.5 units
Customer Relations	.5 units
Consumer Services	1 unit

The successful completion of these courses will provide a student with a broad based knowledge in consumer products and industry services. Students completing these core courses will also develop skills that are needed to build and maintain successful relationships in the home, community, and workplace. Communication with clients will be stressed, particularly the importance of providing accurate information and recommendations in the best interest of the consumer. Emphasis will be given to the development of competencies related to life goals and decisions, financial planning and banking, insurance, credit, consumer skills, and housing and transportation costs. Students will use critical thinking skills to solve financial/economic problems and will be able to use established business procedures to produce successful client outcomes.

Elective Courses

In order to complete a program of study, a student must complete three units in a defined sequence of courses. The elective courses which may be used to complete this program of study are:

Family and Consumer Sciences	1 unit
Housing and Interior Design	.5 units
Human Relations	.5 units
Leadership and Service Learning*	.5 units
Clothing Management	.5 units

**This course requires ACE approval prior to implementation. Contact the Office of Family and Consumer Sciences for additional information.*

Other Programs of Study

Other programs of study which are approved by the Office of Family and Consumer Sciences are:

- Family & Consumer Sciences Education
- Education & Training
- Culinary Arts
- Food Production, Management & Services
- Lodging Management
- Child Care Guidance, Management & Services
- Cosmetology

For information about implementing any of these programs, please contact the Office of Family and Consumer Sciences at:

501-682-1115