

## **Client and Student Expectations**

As part of the educational model of Career and Technical Education in Massachusetts, Smith Vocational and Agricultural High School provides services to clients from the community in some designated technical areas including but not limited to: Cosmetology, Culinary Arts, Carpentry, Cabinet making, Automotive, Collision Repair, Agricultural Mechanics. Smith Vocational and Agricultural High School's focus is and must be on the student and the educational process, as well as the safety, health, and welfare of our students, and client work is a supplement to that obligation. We value these opportunities for our students to perform live work with actual clients, however, clients do not have a right to these services. Services, hours of services, access to services, and costs are subject to change at any time.

Further, Smith Vocational expects the following, as our community clients access our services. Clients must understand that students providing the service are in an active learning environment where they are practicing their skill sets and professionalism; and that errors may occur. We expect that our clients will interact with our students in a professional manner and that during any interactions they understand that there must be boundaries. Students are learning the skills necessary for their chosen vocation, including interacting with clients, 'small talk' and advocacy. We ask that our clients show patience and understanding as they access our services. Clients and students are prohibited from exchanging personal contact information and prohibited from hiring students for outside of school work in a personal setting.

It is expected of Smith Vocational and Agricultural students providing the services exhibit themselves in such a manner that is reflective of employment and professionalism in the applicable industry. Should students' actions violate these expectations we ask that clients discuss the matter first with the instructor in charge of the area and if they are not satisfied to contact the assistant principal for further action.

Should client work or individual client actions create a hindrance to the educational process, client work in total for the affected shop will be temporarily discontinued or individual clients shall not be allowed to receive services

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The above policy shall be posted for clients to see in all shops and programs that provide client work, shall be discussed with students providing client services, and shall be posted on the school website in the area deemed appropriate by administration.

APPROVED BY VOTE October 17, 2017