

Building Service Excellence Course Learning Outcomes

Course Description

Residential Building Service Excellence (RBSE) is an introductory course designed for individuals entering or transitioning into residential property management and housing operations. The course emphasizes **customer service excellence, professional communication, resident relations, and operational awareness** rather than hands on maintenance skills.

RBSE provides learners with foundational knowledge, language, and service mindset required to work effectively with residents, owners, contractors, and community partners in residential housing environments.

Course Outcomes and Objectives

In keeping with NSCC's approach to portfolio learning, learners will have demonstrated the ability to:

Outcome

Demonstrate awareness of residential living environments to support safe, respectful and customer-focused housing operations.

Objectives

1. Recognize common residential conditions that impact resident safety, comfort, and quality of life.
2. Identify and appropriately report concerns related to pests (insect, rodents, etc.), waste management, accessibility, and environmental conditions.
3. Understand the role of observation, documentation, and communication in maintaining positive resident experiences.
4. Apply a resident-first lens when identifying issues within shared and private residential spaces.
5. Understand personal and organizational responsibilities related to health, safety and respectful access to resident spaces.

In keeping with NSCC's approach to portfolio learning, learners will have demonstrated the ability to:

Outcome

Apply respectful, professional, and effective communication strategies in residential property management settings.

Objectives

1. Communicate clearly, respectfully, and professionally with residents, owners, contractors and housing partners.
2. Manage resident expectations through proactive communication and service-oriented problem solving.
3. Demonstrate awareness of tenant rights, privacy, and appropriate conduct under the Residential Tenancies Act.
4. Respond to conflict, complaints, and service concerns using customer service best practices.
5. Identify and report residential conditions that may present dangerous or wasteful usage.

In keeping with NSCC's approach to portfolio learning, learners will have demonstrated the ability to:

Outcome

Demonstrate professional standards, documentation practices, record-keeping and follow-up in property management.

Objectives

1. Understand the importance of accurate documentation, record-keeping, and follow-up in property management.
2. Interpret and respond appropriately to service requests, inquiries, and resident communications.
3. Maintain professional boundaries and ethical standards in all resident and stakeholder interactions.
4. Recognize how documentation supports compliance, transparency, and dispute resolution.

In keeping with NSCC's approach to portfolio learning, learners will have demonstrated the ability to:

Outcome

Describe residential building systems and services to support informed communication and service coordination.

Objectives

1. Identify common residential building systems (fire safety, security, HVAC, water, waste) at a high level.
2. Communicate effectively with residents about system-related issues without providing technical or maintenance instruction.
3. Understand the role of external service providers and contractors in residential operations.
4. Recognize when and how to escalate issues appropriately within property management structure.
5. Support resident confidence and trust through clear expectations and consistent service messaging.

Pathway Recommendation:

This course is designed as an introduction to residential property management and housing operations. Professionals seeking deeper technical knowledge, legislative application, and operational responsibility are strongly encouraged to continue their studies through the **Residential Property Management (RPM)** program, which builds on the foundations established in RBSE and is delivered across three comprehensive modules.