



## Technical Standards Human Services Technology

These technical standards have been established to inform students of the skills and standards necessary for completion of the Human Services program and as a professional in the field of Human Services.

ABILITY	STANDARD	EXAMPLES of necessary Activities (not all inclusive)
Physical Demands/Motor Skills	<ul style="list-style-type: none"> <li>• Students must possess physical ability to navigate in the classroom, intern site and community.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend class and complete required number of hours during internship.</li> <li>• Attend and perform safely and satisfactorily in the classroom and in a human/social services agency/organization.</li> <li>• Meet the physical demands of internship placement, including demands related to the use of sensory and motor skills.</li> </ul>
Critical Thinking/Observation/Sensory/Reasoning Skills	<ul style="list-style-type: none"> <li>• Demonstrate remembering, understanding, applying, analyzing, evaluating and creating skills.</li> <li>• Must have sufficient visual/auditory skills for observation, assessment and supporting a safe environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately observe clients to effectively assess their situations.</li> <li>• Have sensory abilities to carry out necessary assessment activities.</li> <li>• Think critically, analyze and interpret objective and subjective data.</li> <li>• Apply effective problem solving skills.</li> </ul>
Emotional and Mental	<ul style="list-style-type: none"> <li>• Demonstrate emotional and mental regulation.</li> </ul>	<ul style="list-style-type: none"> <li>• Deal with current life stressors through the use of appropriate coping mechanisms.</li> <li>• Use appropriate self-care.</li> <li>• Develop supportive relationships with colleagues, peers and others.</li> <li>• Effectively use help for medical or emotional problems that interfere with academic and internship performance.</li> <li>• Use unimpaired judgement in decision-making.</li> </ul>
Behavioral/Social Skills and Professionalism	<ul style="list-style-type: none"> <li>• Capacity to work with individuals, families and groups as well as colleagues from a variety of social, emotional, cultural and intellectual backgrounds and the agencies/organizations that support them.</li> <li>• Demonstrate a willingness to examine self.</li> <li>• Support the Ethical Standards for Human Services Professionals (NOHS)</li> </ul>	<ul style="list-style-type: none"> <li>• Resolve ethical dilemmas that emerge in class scenarios, internships and the practice of human services.</li> <li>• Understand how one's values, attitudes, beliefs, emotions and past experiences affect thinking, behavior and relationships.</li> <li>• Demonstrate appropriate use of self-disclosure.</li> <li>• Examine and change behavior when appropriate.</li> <li>• Work effectively with individuals in subordinate positions as well as those in authority.</li> <li>• Comply with applicable ethical and legal standards of privacy and confidentiality as they relate to clients, class activities and internship placements.</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Communication skills sufficient to communicate in class and in human service agencies/organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively with other students, faculty, clients and other professionals.</li> <li>• Have a willingness to listen attentively.</li> </ul>

SPCC does not practice or condone discrimination, in any form, against students, employees, or applicants on the grounds of race, color, national origin, religion, gender, age, disability, or political affiliation. SPCC commits itself to positive action to secure equal opportunity regardless of those characteristics. Should an employee or student feel his/her rights under Title VI, VII, or IX have been violated, he/she may submit a harassment complaint, including sexual harassment, to the Human Resources Office by mail at PO Box 126, Polkton, NC 28135. Complaints may also be faxed to 704-272-5336 or emailed to [lsellers@spcc.edu](mailto:lsellers@spcc.edu) or [eclodfelter@spcc.edu](mailto:eclodfelter@spcc.edu)

ABILITY	STANDARD	EXAMPLES of necessary Activities (not all inclusive)
		<ul style="list-style-type: none"> <li>• Communicate effectively through presentations, written assignments, small group settings, and through electronic means.</li> <li>• Perceive and interpret nonverbal communication.</li> <li>• Demonstrate competency in writing skills.</li> </ul>

SPCC does not practice or condone discrimination, in any form, against students, employees, or applicants on the grounds of race, color, national origin, religion, gender, age, disability, or political affiliation. SPCC commits itself to positive action to secure equal opportunity regardless of those characteristics. Should an employee or student feel his/her rights under Title VI, VII, or IX have been violated, he/she may submit a harassment complaint, including sexual harassment, to the Human Resources Office by mail at PO Box 126, Polkton, NC 28135. Complaints may also be faxed to 704-272-5336 or emailed to [lsellers@spcc.edu](mailto:lsellers@spcc.edu) or [eclodfelter@spcc.edu](mailto:eclodfelter@spcc.edu)