



Academic Success & Public Service Division Technical Standards

Human Services

Purpose Statement

All students in the Human Services Program are expected to meet certain technical standards which are essential for successful completion of all phases of the program, and which reflect industry requirements and standards. To verify the student’s ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program’s technical standards does not guarantee a student’s eligibility for any licensure, certification exam, or successful completion of the program.

| Technical Standard | Definition of Standards | Examples |
|---|--|--|
| Critical Thinking/Problem Solving Skills | Ability sufficient for classroom, lab and work in industry situations. | <ul style="list-style-type: none"> • Receive, interpret and correctly complete assignments (ie: reading, research, writing, and presentations). • Assess case studies and identify appropriate approach to assist clients. • Identify cause and effect relationship in counseling situations. |
| Interpersonal Skills | Abilities sufficient to interact with individuals and groups from a variety of social, emotional, cultural and intellectual backgrounds. | <ul style="list-style-type: none"> • Establish rapport with clients, families and colleagues. • Respect and care for clients whose appearance, condition, beliefs, and values may conflict with your own. • Demonstrate sufficient emotional health to perform under stress, exercise good judgement and promptly complete all academic and work-based learning responsibilities. |
| Communication Skills | Abilities sufficient for interaction with others in verbal and written form. | <ul style="list-style-type: none"> • Communicate clearly and distinctly. • Provide and follow directions from other members of the class or instructors. • Demonstrate active listening skills. |
| Coping Skills | Ability to maintain a state of harmony. | <ul style="list-style-type: none"> • Solve personal and interpersonal problems. • Minimize stress and conflict. • Balance internal needs and external demands. |

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|------------------------------|--|--|
| Mobility/Motor Skills | Physical abilities sufficient to move in one’s environment with ease and without restriction. | <ul style="list-style-type: none"> • Some courses require motor skills to observe scenarios and document observations. • Position chairside in close proximity to client. |
| Auditory Skills | Auditory abilities sufficient to work effectively and safely. | <ul style="list-style-type: none"> • Discern instructor’s direction in a classroom, online and lab environment. • Review videos in classroom, online and lab environment. |
| Visual Skills | Visual ability sufficient for observation and assessment necessary in classroom, lab and other locations on the campus. | <ul style="list-style-type: none"> • Observe client responses (ie: change in tone, facial expression, body language). • Review course text, case files, notes, police reports, and the DSM-5. |
| Tactile Skills | Tactile ability sufficient for interaction with clients. | <ul style="list-style-type: none"> • Not required. |
| Environmental | Possess the ability to tolerate environmental stressors. | <ul style="list-style-type: none"> • Practice standard safety precautions in the field. • Work in areas that are close, crowded, and/or noisy. • Anticipate exposure to communicable diseases, body fluids, and toxic substances. |
| Emotional/Behavioral | Possess emotional stability sufficient to maintain composure in stressful situations and assume responsibility / accountability for actions. | <ul style="list-style-type: none"> • Adapt rapidly to changing environment and/or stress. • Calmly receive feedback. • Demonstrate honesty and integrity beyond reproach. |

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential training elements, cause undue hardship, or produce a direct threat to the safety of the patient or student.

Asheville-Buncombe Technical Community College is invested in full compliance with the Americans with Disabilities Act (ADA). Support Services is part of Student Services and is located in the K. Ray Bailey Student Services Center. For detailed information or to request accommodations visit www.abtech.edu/supportservices. An appointment is recommended prior to enrollment in order to discuss any special concerns.