



## Emergency Services Division Technical Standards

### Public Safety Administration

#### Purpose Statement

All students in the Public Safety Administration (“PSA”) 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
<b>Critical Thinking/Problem Solving Skills</b>	Abilities sufficient for classroom, lab and work in industry situations.	<ul style="list-style-type: none"> <li>• Receive, interpret and correctly complete assignments (e.g.: reading, research, writing, and presentations).</li> <li>• Assess case studies and identify appropriate plan of problem resolution.</li> <li>• Synthesize facts and information gathered to deduce cause of incident.</li> </ul>
<b>Interpersonal Skills</b>	Abilities sufficient to interact with individuals and groups from a variety of social, emotional, cultural and intellectual backgrounds.	<ul style="list-style-type: none"> <li>• Establish rapport with teammates and others participating in projects.</li> <li>• Respect and care for teammates, victims and citizens whose appearance, condition, beliefs, and values may conflict with your own.</li> <li>• Demonstrate sufficient emotional health to perform under stress, exercise good judgement and promptly complete all academic and work-based learning responsibilities.</li> </ul>
<b>Communication Skills</b>	Abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> <li>• Speak and write clearly and distinctly in preparing documents, creating reports, testifying in simulated court proceedings.</li> <li>• Provide and follow directions from other members of the class or instructors.</li> <li>• Demonstrate active listening skills.</li> </ul>

<b>Technical Standard</b>	<b>Definition of Standards</b>	<b>Examples</b>
<b>Coping Skills</b>	Ability to maintain a state of harmony.	<ul style="list-style-type: none"> <li>• Solves personal and interpersonal problems.</li> <li>• Minimizes stress and conflict.</li> <li>• Balances internal needs and external demands.</li> </ul>
<b>Mobility/Motor Skills</b>	Physical abilities sufficient to move in one's environment with ease and without restriction.	<ul style="list-style-type: none"> <li>• Some courses may require motor skills to participate in demonstrations or observe activities.</li> </ul>
<b>Auditory Skills</b>	Auditory abilities sufficient to work effectively and safely.	<ul style="list-style-type: none"> <li>• Discern instructor's direction in a classroom, online and lab environment.</li> <li>• Review videos in classroom, online and lab environment.</li> </ul>
<b>Visual Skills</b>	Visual ability sufficient for observation and assessment necessary in classroom, lab and other locations on the campus.	<ul style="list-style-type: none"> <li>• Review course text, case files, notes, agency reports, budget documents, presentations.</li> </ul>
<b>Tactile Skills</b>	Not applicable.	<ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>
<b>Environmental</b>	Ability to tolerate environmental stressors.	<ul style="list-style-type: none"> <li>• Practice standard safety precautions in the field.</li> </ul>
<b>Emotional/Behavioral</b>	Emotional stability sufficient to maintain composure in stressful situations and assume responsibility / accountability for actions.	<ul style="list-style-type: none"> <li>• Adapt rapidly to changing environment and/or stress.</li> <li>• Calmly receive feedback.</li> <li>• Demonstrate honesty and integrity beyond reproach.</li> </ul>

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](http://www.abtech.edu/supportservices). An appointment is recommended prior to enrollment in order to discuss any special concerns.