

Davidson County Community College Human Services Technical Standards

Criterion	Standard	Example
Cognitive	A. Ability to measure, calculate, reason, analyze, integrate and synthesize information	<ol style="list-style-type: none"> 1. Example: Apply information, evaluate the meaning of data and engage in critical thinking in the classroom and clinical setting. 2. Example: Apply broad class concepts to unique situations. 3. Example: Concentrate to correctly perform human services tasks within the scope of practice. 4. Example: Make correct judgments on seeking consultation or supervision in a timely manner. 5. Example: Respond appropriately to constructive feedback.
Communication	<p>A. Appropriate interpersonal interaction with other students, faculty, staff, patients, family and other professionals.</p> <p>B. Effective communication with others, both verbally and in writing.</p>	<ol style="list-style-type: none"> 1. Example: Establish and maintain a professional relationship with clients and colleagues. 1. Convey information in a clear, professional and timely manner. 2. Listen and respond to others in an accepting and respectful manner.
Motor Skills	<p>A. Sufficient motor function to execute movements required to provide general care and treatment to patients in all health care settings.</p> <p>B. Sufficient physical endurance to participate fully in the clinical and academic settings at an appropriate level.</p>	<ol style="list-style-type: none"> 1. Example: Participate, within reasonable limits, to safely maneuver equipment and records to perform duties within scope of work. 1. Example: Participate completely in classroom activities. 2. Example: Participate fully in required activities in clinical setting including extended periods of sitting, standing, lifting equipment and walking briskly as is reflective of the general practice of human services technology.
Professional Conduct	<p>A. Function effectively and adapt to circumstances including highly stressful or rapidly changing situations.</p> <p>B. Incorporate professional standards of practice into all activities.</p>	<ol style="list-style-type: none"> 1. Example: Examine and change his or her behavior when it interferes with professional relationships or the academic or health care environments. 2. Example: Maintain mature, sensitive and effective relationships with clients, colleagues, faculty, staff and other professionals. 3. Example: Demonstrate emotional stability to participate fully in the clinical and academic setting at an appropriate level. 1. Example: Advocate, uphold and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information. 2. Example: Work effectively with a team in an academic or professional setting.

	<p>C. Demonstrate integrity and accountability in clinical and academic setting.</p> <p>D. Present self in a professional manner in clinical and academic settings.</p> <p>E. Utilize computers correctly, effectively and professionally to acquire information and to communicate with others.</p>	<p>3. Example: Use correct and appropriate grammar in written and oral communication, always being culturally sensitive and professional.</p> <p>1. Example: Complete all assignments in a timely manner while adhering to the DCCC code of ethics.</p> <p>2. Example: Respond appropriately to constructive feedback.</p> <p>3. Example: Take all tests and final examinations as scheduled.</p> <p>1. Example: Attend clinical following the dress code policy, including appropriate hygiene with no detectable scents or odors.</p> <p>2. Wear appropriate clothing that is not distracting or offensive when in the learning environment.</p> <p>1. Example: Use online learning management system to collect course information.</p> <p>2. Example: Utilize the internet to collect current information from appropriate sources to provide appropriate client care.</p> <p>3. Example: Communicate via e-mail in a professional and ethical manner.</p>
Sensory	<p>A. Hearing sufficient to assess health needs</p> <p>B. Vision sufficient for assessment necessary to deliver nursing care.</p>	<p>1. Example: Understanding and comprehending client verbal communications.</p> <p>2. Example: Communication with employees, supervisor, instructor and other agency staff.</p> <p>1. Example: Reading documentation, statutes, regulations, reference materials and accreditation standards.</p> <p>2. Example: Evaluating client non-verbal communication and behavior.</p>