



*We are all teachers. We are all learners.*

## Human Service Certificate Outcomes

The successful student will possess a broad understanding of the Human Service Profession and will be able to demonstrate and practice the skills required of the Best Practices Helping Professional, i.e., Critical Thinking, Complex Reasoning, Communication, Being a Team Member, Engaging in Human Interaction, Applying Content Knowledge, plus Lifelong Learning, Ongoing Professional Development, and Personal Growth. This Credential will serve as a stepping-stone to a career as a Helping Professional and/or to a 2- or 4-year Degree in Human Services, Psychology, Counseling, or related careers and majors.

<b>1</b>	Demonstrate a knowledge of and the ability to practice and to engage in the competent, respectful, non-judgmental, supportive, and professional relationships required of the Human Service Professional in their interactions with individuals in various situations, e.g., academically, one-on-one, groups, as team members, and at a Practicum Site with clients and staff. (Human Interaction, Being a Team Member)
<b>2</b>	Demonstrate an understanding of the facts, concepts, theories, and principles taught and learned in Program Courses and how each informs the knowledge, skills, attitudes, capabilities, interest in life-long learning, professional development, and socially conscious behavior required of the competent, ethical, and multi-culturally aware Human Service Professional. (Applying Content Knowledge, Lifelong Learning, Ongoing Professional Development)
<b>3</b>	Demonstrate the ability to identify, analyze, evaluate, and select the appropriate strategies, methods, and tools required for effective communication (verbally, non-verbally, in writing, Professional contexts and settings. (Oral, Written, and Electronic Communication)
<b>4</b>	Demonstrate the ability to actively listen, process information, ask questions, seek answers, integrate knowledge, search for meaning, and develop ideas and concepts that result in making.)
<b>5</b>	Demonstrate an understanding of the importance of developing healthy practices of self-care, self-reflection, increased self-awareness, and personal responsibility, all of which are critical to being a best practices Helping Professional and a productive member of society. (Personal Growth)
<b>6</b>	In addition to the above, the Graduates will be able to: <ul style="list-style-type: none"> <li>• Describe the obligations required of the Helping Professional with respect to adhering to best practices Behavioral, Ethical, and Legal Standards of Conduct and Confidentiality.</li> <li>• Establish Therapeutic Relationships and Boundaries with diverse clients .</li> <li>• Demonstrate basic, entry level interviewing, counseling, and other skills needed to therapeutically interact with clients.</li> <li>• Demonstrate knowledge of accepted principles of client Documentation and Record Management.</li> </ul>