

# Technical Standards

Funeral Service | Individualized Technical Studies | Technical Studies – Journeyworker | University Transfer Degree – Associate to Bachelor's/Arts & Science

In this program grouping, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Northwood Tech website at: <https://www.northwoodtech.edu/technical-standards>

**This document should be reviewed prior to applying to the program.**

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the campus Accommodations Specialist or the Northwood Tech Affirmative Action/Equal Opportunity Officer, at [715-645-7042](tel:715-645-7042), TTY 711, 30 days in advance of needed assistance. Services available are documented on the Northwood Tech Accommodations webpage: [Accommodation Services | Northwood Technical College](#).

For more information, please see Administrative Procedure J-111A Reasonable Accommodation for Student.

AREA	STANDARD	EXAMPLES (NOT INCLUSIVE)
Physical Skills	<p>Students must be able to apply knowledge and experience through demonstrating competency, quality and productivity standards in job responsibilities as outlined in the course competencies and program outcomes.</p> <p>Students must be able to utilize computers and required software to access, abstract, manage, interpret, and analyze information and data.</p> <p>Students must have sufficient gross and fine motor skills or adaptive accommodations to perform administrative skills in a timely, safe and effective manner.</p> <p>Students must be able to organize and manage supplies and equipment in a typical office setting.</p>	<ul style="list-style-type: none"><li>• Operate a computer efficiently</li><li>• Review online documentation</li><li>• Query databases, data mining, and preparation of reports interpreting data</li><li>• Apply organizational policies and procedures</li></ul>
Sensory Skills	<p>Students possess ability to monitor and assess needs of the client, peers, and team members.</p>	<ul style="list-style-type: none"><li>• Understand client requests and needs</li><li>• Detect objects, symbols and numbers both near and far</li></ul>
Communication Skills	<p>Students will be able to communicate, read, interpret, comprehend, and legibly document as needed.</p> <p>Students should demonstrate the ability</p>	<ul style="list-style-type: none"><li>• Collaborate with others</li><li>• Respond to others in an accepting and respectful manner</li><li>• Ability to apply knowledge gained in classroom to establish appropriate relationships with clients and coworkers</li><li>• Ability to show respect for diversity in culture, religion,</li></ul>

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<p>Communication Skills (continued)</p>	<p>to understand charts, graphs and worksheets.</p> <p>Students demonstrate the ability to read and understand digital and computer displays, as well as enter pertinent data.</p> <p>Students should demonstrate effective communication with stakeholders and respond to others in a nonjudgmental, respectful manner.</p> <p>Students should demonstrate interpersonal skills.</p>	<p>sexual orientation, marital status, socioeconomic status and abilities/disabilities</p> <ul style="list-style-type: none"> <li>• Prepare written and verbal reports regarding administrative and financial data</li> <li>• Interpret and convey information (financial, etc.) as needed in the performance of management</li> <li>• Ability to convey information in a clear, professional and timely manner</li> <li>• Listen and respond to others in an accepting and respectful manner</li> <li>• Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information</li> <li>• Ability to understand charts, graphics, and worksheets</li> <li>• Follow proper phone protocol</li> <li>• Work independently and in a team</li> <li>• Convey information in a clear, professional and timely manner</li> <li>• Listen and respond to others in an accepting and respectful manner</li> </ul>
<p>Safety Skills</p>	<p>Students must apply knowledge, skills and experience to provide a safe work environment.</p>	<ul style="list-style-type: none"> <li>• Demonstrate adherence to safety guidelines and regulations</li> <li>• Identify and resolve unsafe situations</li> <li>• Be familiar with and follow emergency procedures.</li> </ul>
<p>Critical Thinking Skills</p>	<p>Students must have the ability to measure, calculate, reason, analyze and synthesize data to make decisions in a timely manner.</p> <p>Students should demonstrate the ability to apply knowledge, skills and experience.</p>	<ul style="list-style-type: none"> <li>• Comprehend and follow instructions</li> <li>• Follow a process from start to finish; sequence information</li> <li>• Adapt decisions based on new information</li> <li>• Demonstrate positive interpersonal skills</li> <li>• Maintain appropriate boundaries in relationships with clients and peers</li> <li>• Handle demanding and stressful situations</li> <li>• Maintain confidential client and employment information (Including by refraining from posting any confidential patient information on social media)</li> <li>• Demonstrate problem-solving skills</li> <li>• Ability to problem solve complex situations while maintaining a professional demeanor</li> </ul>
<p>Professionalism</p>	<p>Students should demonstrate ability to adapt to changing situations while maintaining emotional control.</p> <p>Students must be able to when effectively under stress; utilize healthy stress management techniques.</p> <p>Students must demonstrate cross-cultural competency, integrity, moral</p>	<ul style="list-style-type: none"> <li>• Exhibit positive interpersonal skills in all interactions</li> <li>• Maintain confidentiality</li> <li>• Demonstrate ability to work as a team member</li> <li>• Adhere to attendance, dress code, and personal hygiene policies or protocol</li> <li>• Respond to challenging situations while maintaining composure and professionalism</li> <li>• Exhibit consistent and on-time attendance as scheduled</li> <li>• Adapt to change in directives as priorities and goals shift</li> </ul>

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<p>Professionalism (continued)</p>	<p>reasoning, ethical behaviors and concern for others. They must have the ability to acquire interpersonal skills for professional interactions with diverse individuals and communities. They must be able to work cooperatively with intra and inter-professional teams, adapt to changing environments inherent in a work environment, and function effectively under stress.</p> <p>Students should demonstrate ability to accept constructive feedback.</p> <p>Students should demonstrate ability to accept responsibility for own actions.</p> <p>Students must demonstrate the ability to establish effective relationships.</p> <p>Students must demonstrate the ability to display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others.</p>	<ul style="list-style-type: none"><li>• Display integrity, honesty, respect, reliability and accountability</li><li>• Accept and utilize construction feedback to enhance personal and professional growth</li><li>• Work independently and in a team</li></ul>
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Northwood Technical College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to manage inquiries regarding the non-discrimination policies: Amanda Gohde, Associate Vice President, Talent & Culture, 1900 College Drive, Rice Lake WI 54868; [Amanda.Gohde@NorthwoodTech.edu](mailto:Amanda.Gohde@NorthwoodTech.edu), phone: 715-645-7042.

*This document was adapted from Waukesha County Technical College.*