

SOCIAL AND HUMAN SERVICE ASSISTANT, CERTIFICATE OF COMPETENCY (SHSA)

Effective: Fall 2025

This program is intended to provide graduates of the program with the knowledge and skills relevant to employment as a social and human service assistant. By completing this program, students will gain knowledge and skills that include but are not limited to, communication and presentation skills, transferable skills (soft skills such as how to email, make a phone call, and collaborate with the community), cultural humility, resource identification, and community engagement.

Program Outcomes

Upon successful completion of this program, students should be able to:

- Discuss the principles of practice in the Social Work profession.
- Discuss systems of oppression, inequality, intersectionality and strategies for addressing social injustices at individual, community and societal levels.
- Discuss social service career paths and identify their required skills and credentials.
- Utilize effective presentation and communication skills.

Curriculum

The College will award a certificate of competency to students who complete an approved credit-bearing career program that requires less than 30 credits. General education courses may not be required for programs that have less than 30 credits. The student must have a cumulative GPA of 2.0 or higher. At least six (6) credits, or 50% of the total credits required, whichever is greater, must be completed at Delaware County Community College.

First Semester		Hours
ENG 100	English Composition I	3
PSY 140	General Psychology	3
SWO 101	Introduction to Social Work and Human Services	3
Hours		9
Second Semester		
COMM 111	Public Speaking	3
CS 100	Introduction to Information Technology	3
SWO 210	Human Behavior and the Social Environment	3
Hours		9
Total Hours		18