



Vocational Rehabilitation Job Coaching Whole Quality Standard - Core

Invariant Quality Architecture for Vocational Rehabilitation Job Coaching Support Services

AMSI STANDARD VRJ1

Revision 1.0 - Second Draft Edition - Updated August 2026

AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

Work is part of everyday life for many people.

A job gives a person more than income. It may also provide routine, responsibility, social participation, independence, and a place within the working community.

Some workers need support to maintain employment.

A Job Coach may help the worker understand job tasks, respond to changes, improve performance, communicate at work, solve problems, or gradually perform with less direct support.

The work of a Job Coach may sometimes look simple when described as service hours, observations, prompts, meetings, or completed records.

But the quality of job coaching depends on more than whether those activities took place.

Support may be present but poorly matched to the worker's actual job. Too much support may interfere with independence. Too little support may leave an important problem unresolved. Support may help performance while unintentionally affecting dignity, privacy, or the worker's ordinary employee role. A change in the workplace may also make previously appropriate support ineffective.

For this reason, the quality of job coaching cannot always be understood from service hours, documentation, funding authorization, employer satisfaction, or continued employment alone.

This Standard therefore asks a broader question:

How well does the support actually help the worker maintain employment?

To examine this question, the job coaching support service being considered is treated as the object whose quality is being determined - a Quality Object.

The Quality Object includes the support being provided and the relevant worker, support activities, results, workplace conditions, interactions, responsibilities, and time period needed to understand that support as a whole.

The sections that follow develop this approach step by step.

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1. Scope and Purpose

1.1 Scope

This Core Standard applies to Vocational Rehabilitation Job Coaching support services provided to help a worker maintain competitive integrated employment.

Job Coaching support may include observation, task analysis, cueing, coaching, communication, problem solving, support adjustment, coordination, documentation, reporting, assistance seeking, escalation, and referral within the applicable Job Coaching role.

The Standard may be applied to one interaction, Job Coaching episode, shift, workday, service period, recurring support arrangement, or another sufficiently defined Job Coaching support service.

For application of this Standard, the support service whose quality is being considered is identified as the Vocational Rehabilitation Job Coaching Support Service Quality Object.

What is included in that Quality Object shall be sufficiently clear for the quality determination being made.

Activities primarily concerned with obtaining employment - such as job development, placement, hiring negotiation, or recruitment - are outside the principal scope of this Standard unless they are expressly included in a separately declared and authorized Quality Object. Initial onboarding may be included where it forms part of the defined employment-maintenance service.

The Standard applies across different job types, industries, worksites, provider arrangements, funding models, technologies, worker populations, and jurisdictions.

It does not replace applicable law, employer authority, workplace safety requirements, vocational rehabilitation requirements, service authorization, funding rules, clinical direction, or worker rights.

1.2 Purpose

The purpose of this Core Standard is to provide one common framework for examining the quality of Vocational Rehabilitation Job Coaching support services focused on employment maintenance.

The Standard asks whether the support provided actually helps the worker maintain employment as required and whether the available evidence is sufficient to support that conclusion.

To accomplish this, the Standard:

- establishes a common Core applicable across different Job Coaching service contexts;
- identifies the principal quality subjects that shall be examined;
- provides a structure for using applicable job requirements, criteria, and evidence;
- provides for consideration of important risks, limitations, and uncertainty;
- supports an evidence-based determination of the Support Service Quality State; and
- establishes the basis for communicating that determination without claiming more than the evidence supports.

The details of appropriate Job Coaching support differ from worker to worker and from one employment context to another.

Those differences are addressed through the declared employment context, applicable requirements, and VRJ Context Guides.

1.3 What Is the Support Expected to Do?

A basic question in applying this Standard is:

What is the Job Coaching support expected to help the worker do, maintain, or achieve?

Vocational Rehabilitation Job Coaching may help a worker perform assigned job functions, respond to changing job demands, build or maintain functional independence, participate appropriately in the workplace, recognize employment risks, and maintain employment with the level of support actually needed.

Within the Whole Quality Institute framework, what something is expected to do is described through its Intended Function.

For Vocational Rehabilitation Job Coaching, the principal Support Intended Function is to support the Worker Receiving Job Coaching Support in maintaining competitive integrated employment safely, respectfully, effectively, and consistently with the worker's job role, abilities, rights, preferences, goals, authorized supports, and actual workplace conditions.

The results expected from that support are Support Intended Results.

The specific Support Intended Results applicable to a particular service depend on the worker, the job, the worksite, the support arrangement, the time period, and the employment context.

1.4 Intended Users

This Standard may be used by:

- Workers Receiving Job Coaching Support and their authorized representatives;
- Vocational Rehabilitation Job Coaches and other Support Workers;

- provider organizations, supervisors, program administrators, and quality personnel;
- employers, workplace supervisors, vocational rehabilitation agencies, payers, commissioning parties, and oversight bodies where relevant to the declared service;
- evaluators, researchers, standards developers, regulators, and advocates; and
- other parties who need to understand or examine the quality of Job Coaching support.

1.5 What This Standard Does Not Do

This Standard does not prescribe one model for providing Vocational Rehabilitation Job Coaching services.

It is not a job-development method, placement standard, employer-performance standard, workplace procedure, clinical protocol, safety manual, staffing model, training curriculum, funding rule, reimbursement schedule, licensing standard, accreditation requirement, or certification scheme.

It does not authorize a Job Coach to perform work outside the applicable Support Role and Functional Scope or to assume responsibilities belonging to an employer, clinical provider, safety authority, legal authority, or another responsible party.

It does not certify or approve a worker, Job Coach, employer, provider organization, workplace, program, or service merely because this Standard has been used.

2. Governing Documents and Reference Sources

2.1 Governing Concepts

This Standard uses concepts developed by the Whole Quality Institute and the American Support Standards Initiative.

The Whole Quality Institute Foundational Articles introduce the underlying ideas used in this Standard, including the Quality Object, Intended Function, Boundary, Interface, Scale and Resolution, Quality Factors, Quality Indicators, Evidence, and Quality State.

The governing vocabulary standards establish the authoritative meanings of those concepts.

This Standard applies them to Vocational Rehabilitation Job Coaching support services.

2.2 Occupational Reference

Vocational Rehabilitation Job Coaching has an occupational scope.

AMSI ORF1 provides the occupational reference used to distinguish the occupation, Support Role, Functional Scope, and related responsibilities.

A job title, employer label, payer category, program name, or service model does not by itself define everything that is included in a particular Job Coaching support service.

The actual functions, authorization, responsibilities, and relevant interfaces shall therefore remain clear for the service being examined.

2.3 Context Guides

VRJ Context Guides apply this Core to particular employment-maintenance contexts.

A Context Guide may address a defined job family, worksite, employment setting, support arrangement, technology, or another employment context where the Core requires more specific interpretation.

Context Guides may identify context-specific job requirements, conditions, risks, criteria, evidence, and expected results.

They do not replace or redefine the Core Quality Factors or Core Quality Indicators.

2.4 Determination, Verification, and Claims

This Standard defines what shall remain visible when the quality of a Job Coaching support service is examined.

AMSI SCM1 governs the more detailed method for Quality State determination, verification, claim decisions, continued validity, and third-party certification where a separately authorized scheme applies.

Use of this Standard by itself does not constitute certification.

2.5 Reference Layer

Job Coaching support is also affected by requirements and information from outside this Standard.

These may include:

- laws and regulations;
- vocational rehabilitation and funding requirements;
- service authorizations;
- employer job requirements, policies, and instructions;
- workplace safety requirements;
- clinical or rehabilitation direction where applicable;
- provider procedures and contractual obligations;
- equipment and technology requirements; and
- other applicable professional, workplace, or service requirements.

Together, relevant external sources form the Reference Layer for the particular service.

Compliance with those requirements is important, but compliance alone does not establish the quality of the Job Coaching support service.

3. Vocational Rehabilitation Job Coaching Support Service Quality Object

3.1 General

Before asking how good a Job Coaching support service is, it must first be clear what support service is being examined.

The Quality Object is therefore not automatically the worker, the Job Coach, the employer, the workplace, a service plan, one coaching activity, one record, or continued employment considered separately.

It is the defined Vocational Rehabilitation Job Coaching support service being considered as a whole.

This is called the Vocational Rehabilitation Job Coaching Support Service Quality Object.

3.2 What Makes Up the Job Coaching Support Service?

A Job Coaching support service exists through the relationship between the work performed and what happens as a result of that work.

Job Coaching Support Work + Job Coaching Support Result = Job Coaching Support Service

This relationship is conceptual rather than arithmetic and does not mean that every employment result was caused only by Job Coaching Support Work.

Job Coaching Support Work may include observation, task analysis, cueing, coaching, communication, problem solving, support adjustment, fading, coordination, documentation, reporting, assistance seeking, escalation, and referral within the applicable role.

Support Results are what actually happens through or during that work.

A result may be immediate or delayed, favorable or adverse, complete or partial, maintained over time, shared with other influences, uncertain, or not realized.

Completion of Job Coaching Support Work alone does not establish a satisfactory Support Result.

Likewise, continued employment or one satisfactory result does not by itself establish that the whole support service has a satisfactory Quality State.

3.3 Describing the Quality Object

The Vocational Rehabilitation Job Coaching Support Service Quality Object shall be described sufficiently for the quality determination being made.

The description should make clear, as applicable:

- who is receiving Job Coaching support;
- who is providing the support;
- what Job Coaching Support Work is included;
- what the support is expected to help achieve;
- the job, worksite, and relevant job-performance conditions;
- the time period being considered;
- the relevant Support Service Arrangement;
- important responsibilities and role limits;
- important connections with the employer, supervisors, coworkers, other services, or external systems;
- applicable requirements and employment context; and
- the evidence available for examining the service.

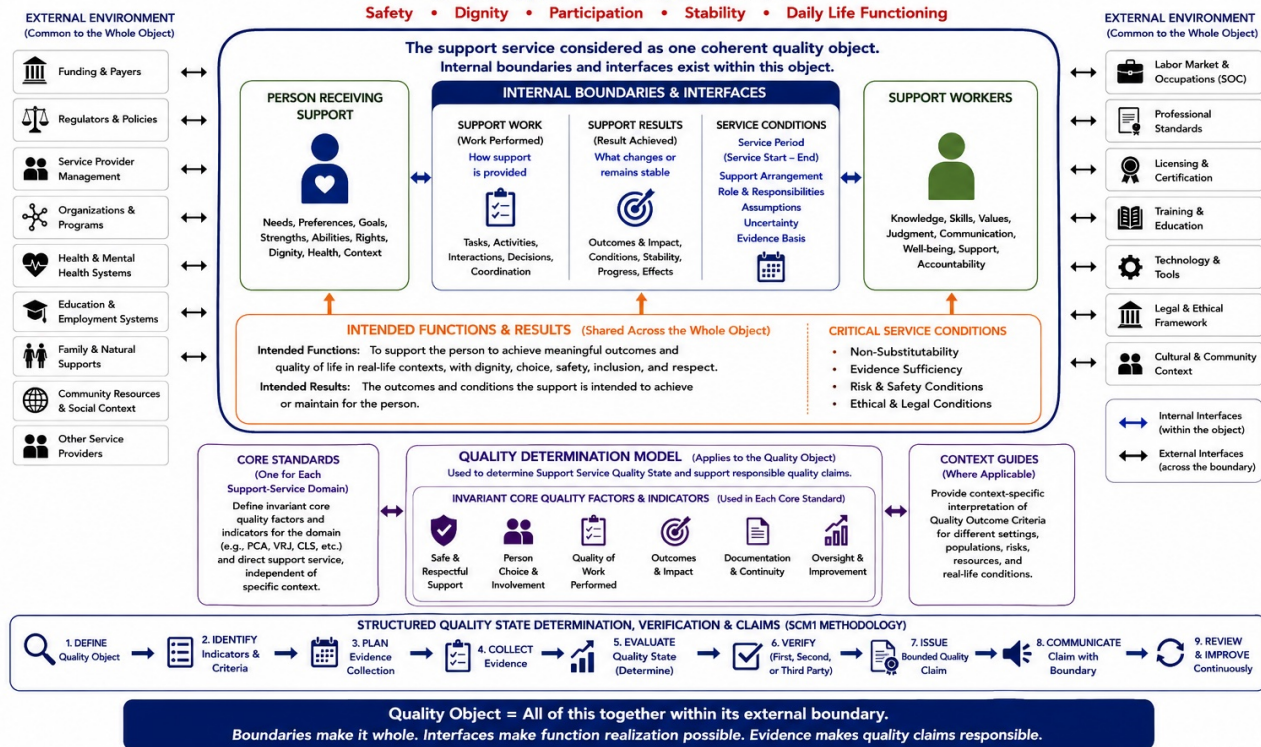
The amount of detail needed depends on the service and the determination being made.



Support-Service Quality Object

A Support Service Quality Object brings together the Person Receiving Support, Support Workers, Support Work, Support Results, Intended Functions and Results, Service Period, Boundaries, Interfaces, Responsibilities, Context, and Evidence basis needed for Support Service Quality State determination.

Safety • Dignity • Participation • Stability • Daily Life Functioning



AMS Framework – July 2026

Figure 1 - Support-Service Quality Object framework applied to VRJ1.

3.4 Structural Checkpoints

Before detailed quality interpretation begins, it must be clear enough what Job Coaching support service is being examined.

Structural Checkpoints provide this completeness check.

They ask whether the Quality Object, worker, Job Coach and other relevant participants, job and worksite, time period, functions, responsibilities, important boundaries and connections, employment context, and evidence basis have been described sufficiently for a responsible determination.

A Structural Checkpoint does not determine whether the support is good or bad.

If the service is not sufficiently clear, the object description or the proposed scope of the determination shall be refined before proceeding.

3.5 Boundaries and Interfaces

A Job Coaching support service does not exist in isolation.

The worker, Job Coach, other Support Workers, job tasks, workplace conditions, information, responsibilities, and other included parts interact while support is being provided.

A Boundary identifies what is included in the Quality Object and what remains outside it.

An Interface is a relevant connection or interaction across or within those boundaries.

For Job Coaching support, an Interface may involve observation, communication, consent, direction, cueing, coaching, information transfer, coordination, employer interaction, support adjustment, escalation, transportation, technology, or another interaction needed for the support to work as intended.

A problem at an Interface can affect the quality of the whole service even when service hours were delivered or individual coaching activities appear complete.

3.6 Service Period and Support Arrangement

Quality is always determined for some period of time.

The Service Period may be one interaction, Job Coaching episode, shift, workday, review interval, authorization period, recurring interval, or another sufficiently defined duration.

A Quality State determination shall not be interpreted beyond the declared Service Period without supporting evidence.

The Support Service Arrangement describes how the Job Coaching service is authorized, organized, directed, coordinated, and provided.

It may be provider-based, agency-coordinated, employer-integrated, remote, hybrid, fading, intermittent, natural-support, technology-assisted, or another arrangement.

The arrangement may change how support is organized, but it does not change the Core Quality Factors and Core Quality Indicators.

3.7 Workplace and Other External Conditions

Some conditions that affect the Job Coaching service originate outside the Quality Object.

These may include employer requirements and decisions, workplace supervision, coworker or customer interactions, vocational rehabilitation agencies, transportation, funding, benefits systems, clinical services, family supports, equipment, technology, regulatory requirements, or other services.

They do not automatically become part of the Quality Object.

They remain relevant where their connection with the service affects whether Job Coaching support can help the worker maintain employment as required.

3.8 How Job Coaching Support Can Fail

The Core Quality Factors are based partly on the principal ways Job Coaching support can fail to realize what is intended.

These include:

- foreseeable employment-related harm not being recognized, prevented, reduced, or escalated;
- support that is not connected to actual job requirements or employer-acceptable performance;
- over-support, under-support, or substitution for the worker's assigned job functions;
- loss of dignity, privacy, autonomy, employee role, or ordinary workplace participation;
- delayed or incomplete recognition, communication, escalation, or follow-through when employment risk changes;
- unnecessary workplace isolation or disruption of ordinary workplace relationships;
- loss, distortion, delay, or inappropriate disclosure of employment-relevant information; and
- Job Coaching Support Work performed outside the authorized role, functional scope, competence, employer authority, or responsibility.

These recurring ways of losing or weakening employment-maintenance support provide an important basis for the Core Quality Factors that follow.

3.9 Critical Conditions and Uncertainty

Some conditions are too important to be offset by good performance elsewhere.

For example, complete documentation, positive relationships, or continued employment cannot compensate for an unresolved serious safety problem, coercive conduct, inappropriate substitution for the worker's job functions, or Job Coaching Support Work performed outside authorized Functional Scope.

The Whole Quality Institute describes such situations through Critical Conditions and Non-Compensability.

Uncertainty shall also remain visible.

Incomplete information, conflicting evidence, changing job demands, employer-controlled conditions, unclear responsibility, or other unresolved matters shall not automatically be treated as satisfactory merely because the worker remains employed, no complaint was made, or no incident was reported.

4. Invariant Core Quality Factors and Indicators

4.1 General

The previous sections establish what Job Coaching support service is being examined, what it is expected to help accomplish, and the conditions needed to understand that service.

The next question is:

What must be examined to understand its quality?

This Standard answers that question through eight Core Quality Factors.

The Factors identify the principal quality subjects that shall remain visible when Vocational Rehabilitation Job Coaching support is examined.

Each Factor is made observable through Core Quality Indicators.

The eight Factors apply across different employment contexts, job families, worksites, support arrangements, funding sources, technologies, worker populations, and jurisdictions.

The specific criteria and evidence used to judge them may differ by context.

4.2 Why These Factors?

The eight Core Quality Factors were not selected as a list of common program topics, administrative categories, or employer-performance measures.

They arise from two questions:

What is the Job Coaching support service expected to help realize?

What can prevent, weaken, distort, delay, or make that support unsafe or ineffective?

The Factors therefore reflect the principal conditions needed for Job Coaching support to help maintain employment and the principal ways in which that realization can fail.

4.3 Factors, Indicators, Criteria, and Evidence

These terms perform different jobs.

A Quality Factor identifies a major quality subject.

A Quality Indicator identifies what is examined within that subject.

A Quality Outcome Criterion states the condition or result expected in the particular employment context.

Evidence supports a finding about whether that Criterion is satisfied.

The findings are then considered together to determine the Quality State of the declared Vocational Rehabilitation Job Coaching Support Service Quality Object.

4.4 Invariant Character and Non-Compensability

The Core Quality Factors and Core Quality Indicators remain the same across Vocational Rehabilitation Job Coaching service contexts.

The job type, industry, employer, worksite, payer, provider arrangement, technology, jurisdiction, worker population, diagnosis, disability category, or program model may change the applicable criteria, evidence, risks, or interpretation.

They do not change the Core Factors themselves.

The Factors shall be considered together.

A favorable result in one area does not compensate for an unresolved Critical Service Condition in another.

4.5 Factor 1 — Protection from Foreseeable Employment Harm

4.5.1 General

The Support Intended Function of the Vocational Rehabilitation Job Coaching Support Service cannot be realized if foreseeable employment-related harm conditions are not appropriately identified, prevented, minimized, or escalated within the boundaries of the job coaching role.

This Factor addresses conditions that may affect the worker's safety, psychological well-being, dignity, social standing, workplace participation, or continued employment.

This Factor focuses on foreseeable employment-related harm conditions that may be present before or during service delivery. Emerging or changing risks requiring recognition, judgment, communication, escalation, or follow-through are addressed under Factor 5. Role-boundary discipline across all job coaching activities is addressed under Factor 8.

In employment-maintenance contexts, this Factor is especially visible in job-related safety concerns, dignity risks created by public support, role confusion, stigmatizing support visibility, and unsafe continuation of ordinary coaching when escalation is required.

4.5.2 Indicator 1.1 — Identification of Foreseeable Employment-Related Harm Conditions

Foreseeable employment-related harm conditions relevant to the Job Coaching Support Service context shall be identified for examination.

This Indicator addresses whether conditions that may create avoidable employment-related harm are visible within the service context. Such conditions may include unsafe task conditions, role confusion, dignity risks, social conflict, schedule instability, excessive prompting visibility, communication barriers, or other workplace circumstances affecting employment maintenance.

The Indicator does not require the job coach to perform employer, clinical, legal, or formal safety assessments outside job coaching role authority. It requires that foreseeable employment-related harm conditions relevant to the service be recognized as part of determining the Support Service Quality State of the Support Service Quality Object.

4.5.3 Indicator 1.2 — Role-Appropriate Action to Mitigate Identified Harm Conditions

Actions taken within the job coaching role to address identified foreseeable employment-related harm conditions shall be examined.

This Indicator addresses whether job coaching support is responsive to actual employment conditions rather than performed as generic presence, routine contact, or documentation activity.

Relevant action may include coaching, clarification, cueing, support adjustment, communication, coordination, pausing, seeking assistance, or escalation within the job coaching role. The Indicator does not require the job coach to assume employer, clinical, legal, regulatory, or safety responsibilities.

4.5.4 Indicator 1.3 — Prevention of Avoidable Employment-Related Harm Within the Support Service Boundary

The extent to which Job Coaching Support Work avoids preventable employment-related harm within the declared Support Service Boundary shall be examined.

This Indicator connects recognition of foreseeable conditions with the work performed and the employment-maintenance results produced. Harm may include avoidable loss of dignity, stigmatization, unsafe continuation of support, disruption of job performance, avoidable conflict, or avoidable threat to job continuation caused by failure to manage foreseeable conditions within Functional Scope.

The Indicator does not assign responsibility for outcomes caused by conditions outside the Support Service Boundary when those conditions were appropriately recognized, communicated, or escalated.

4.5.5 Indicator 1.4 — Recognition of Limits and Escalation or Referral

Recognition of conditions exceeding the job coaching role and initiation of appropriate escalation or referral shall be examined.

This Indicator addresses whether foreseeable harm conditions requiring employer action, clinical response, legal guidance, safety authority, supervisory decision, or other external responsibility are recognized rather than absorbed into Job Coaching Support Work.

The Indicator does not require the job coach to resolve conditions belonging to other responsible parties. It requires that such conditions not be ignored or treated as ordinary job coaching activity.

4.6 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards

4.6.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching for employment maintenance includes supporting sustained job performance consistent with actual employer expectations for task execution, reliability, accuracy, pace, and work participation.

This Factor addresses the relationship between Job Coaching Support Work and the worker's ability to maintain assigned employment at employer-acceptable standards over time.

The Factor does not authorize the job coach to become the employer, supervisor, evaluator, or disciplinarian.

In employment-maintenance contexts, this Factor is especially visible in actual job duties, employer-acceptable standards, task sequence, pace, accuracy, reliability, inspection, rework, schedule expectations, and changes in the job.

4.6.2 Indicator 2.1 — Alignment with Actual Job Requirements

Alignment of Job Coaching Support Work with the actual tasks and performance requirements of the job performed shall be examined.

This Indicator addresses whether job coaching support is grounded in real job duties, schedules, workplace routines, performance expectations, and employer instructions rather than assumed or abstract employability skills.

The Indicator does not require the job coach to create, redesign, negotiate, or approve the job role.

4.6.3 Indicator 2.2 — Support Addressing Performance Stability

Support related to consistency, reliability, accuracy, pace, and effectiveness of task performance shall be examined.

This Indicator addresses whether Job Coaching Support Work supports performance characteristics necessary for employment maintenance over time.

The Indicator does not require employer performance evaluation or disciplinary decision-making by the job coach.

4.6.4 Indicator 2.3 — Support for Adaptation to Changing Job Demands

Adaptation of job coaching support when job duties, routines, schedules, supervision, workplace layout, tools, or expectations change shall be examined.

This Indicator addresses whether job coaching remains connected to the actual employment situation when changes affect the worker's ability to maintain performance.

The Indicator does not require the job coach to control employer decisions or workplace operations.

4.6.5 Indicator 2.4 — Response to Performance-Related Threats to Job Continuation

Actions taken in response to performance-related conditions that may threaten employment continuation shall be examined.

This Indicator addresses whether performance-related risks relevant to employment maintenance are recognized and addressed within role limits before they become avoidable job loss or avoidable instability.

The Indicator does not substitute job coaching action for employer human-resources enforcement, accommodation determinations, or supervisory responsibility.

4.7 Factor 3 — Functional Independence and Appropriate Support Balance

4.7.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting the worker's functional independence while providing support only to the extent necessary to maintain employment.

This Factor addresses whether job coaching support is appropriately targeted, balanced, adjusted, and withdrawn or increased as needed, without replacing the worker's job role.

The Factor recognizes that appropriate support is not always the least visible or least intensive support; it is the support level that realizes employment maintenance without unnecessary dependency or inappropriate abandonment.

In employment-maintenance contexts, this Factor is especially visible in the balance between necessary assistance and worker ownership of the job, including whether support is adjusted, faded, intensified, or redirected as real job demands and worker capability change.

4.7.2 Indicator 3.1 — Identification of Job Functions Requiring Support

Identification of job functions requiring job coaching support shall be examined.

This Indicator addresses whether support is targeted to actual job-related needs rather than generalized assistance, habitual prompting, or assumptions about disability or work capacity.

The Indicator applies when job coaching support is planned, adjusted, reduced, or reviewed.

4.7.3 Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands

The extent to which job coaching support is matched to the worker's actual abilities, job demands, and employment-maintenance needs shall be examined.

This Indicator addresses whether the amount, timing, visibility, and form of support are appropriate to the real work context and the worker's current presentation.

The Indicator does not imply that less support is always better. Appropriate support may increase, decrease, or change form depending on the employment-maintenance conditions.

4.7.4 Indicator 3.3 — Adjustment of Support Level Over Time

Adjustment of job coaching support in response to changes in worker capability, job demands, workplace conditions, or support needs shall be examined.

This Indicator addresses whether support remains responsive over time and avoids unnecessary over-support or under-support as conditions evolve.

Adjustment may include changes in frequency, intensity, prompting approach, observation, check-in pattern, communication, or escalation within job coaching Support Role and Functional Scope boundaries.

4.7.5 Indicator 3.4 — Avoidance of Substitution for Worker Job Functions

The extent to which Job Coaching Support Work avoids substitution for worker job functions shall be examined.

This Indicator addresses whether the job coach supports job performance without performing assigned job tasks on behalf of the worker in a way that misrepresents worker performance, undermines independence, or distorts the employment-maintenance result.

The Indicator does not prohibit role-appropriate modeling, teaching, cueing, or temporary support when such support remains within the job coaching function and does not replace the worker's employment role.

4.8 Factor 4 — Respect for Worker Role, Dignity, and Autonomy

4.8.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting the worker as an employee with dignity, autonomy, rights, preferences, and a real workplace role.

This Factor addresses whether Job Coaching Support Work preserves the worker's standing as an employee while providing support consistent with employment maintenance.

Respect for worker role, dignity, and autonomy shall be realized within the worker's abilities, informed choices, workplace requirements, applicable legal requirements, and the boundaries of the job coaching role.

In employment-maintenance contexts, this Factor is especially visible in preserving the worker's ordinary employee status before supervisors, coworkers, customers, and the public, including privacy in correction, disclosure, prompting, and discussion of support-related matters.

4.8.2 Indicator 4.1 — Workplace-Appropriate Conduct

Conduct of Job Coaching Support Work in or in relation to the workplace shall be examined.

This Indicator addresses whether job coaching presence, communication, cueing, correction, observation, and interaction occur in a manner compatible with ordinary workplace norms and the worker's employment role.

The Indicator does not evaluate employer conduct except where employer interaction forms part of the job coaching Support Service Boundary or Evidence basis.

4.8.3 Indicator 4.2 — Respect for Worker Autonomy and Employee Role

Respect for the worker's autonomy and role as an employee shall be examined.

This Indicator addresses whether job coaching practices support worker involvement, consent, informed participation, self-direction where appropriate, and the worker's status as an employee rather than a program participant being managed in public view.

The Indicator does not require the job coach to support choices that create immediate danger, violate applicable law, or exceed the authorized responsibilities of the role.

4.8.4 Indicator 4.3 — Protection of Dignity and Privacy in the Workplace

Protection of worker dignity and privacy in the workplace shall be examined.

This Indicator addresses whether sensitive discussions, correction, disclosure, prompting, or support are handled in a way that avoids unnecessary exposure, stigmatization, humiliation, or loss of standing among coworkers, supervisors, customers, or the public.

The Indicator recognizes that preservation of dignity and privacy is an integral component of employment-maintenance quality.

4.8.5 Indicator 4.4 — Absence of Coercive, Infantilizing, or Stigmatizing Practices

The absence of coercive, infantilizing, disrespectful, stigmatizing, or demeaning job coaching practices shall be examined.

This Indicator addresses whether support avoids practices that undermine the worker's autonomy, adult status, employee role, dignity, or workplace participation.

The Indicator does not prohibit direct feedback, safety-related communication, or role-appropriate correction when performed respectfully and within the job coaching role.

4.9 Factor 5 — Timely Recognition and Response to Employment Risk

4.9.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching can be weakened or lost when changes threatening employment stability are not recognized and addressed in time.

This Factor addresses emerging or changing employment conditions that may threaten employment stability, worker participation, dignity, performance, or job continuation.

This Factor focuses on timeliness and change-response. Factor 1 addresses foreseeable employment-related harm conditions and role-appropriate protection from harm. Factor 8 addresses whether the response remains within authorized job coaching Support Role and Functional Scope boundaries.

In employment-maintenance contexts, this Factor is especially visible in changed assignments, supervisor expectations, coworker conflict, schedule or transportation disruption, communication breakdown, increased prompting needs, quality concerns, and signs that support is no longer matched to the work context.

4.9.2 Indicator 5.1 — Identification of Changes Threatening Employment Stability

Identification of changes that may threaten employment stability shall be examined.

This Indicator addresses whether changes in performance, job demands, attendance, supervision, routines, coworkers, customer interaction, worksite conditions, communication, or support needs are recognized when they may affect employment maintenance.

The Indicator does not require prediction of all possible future events. It requires that relevant changes visible within the Support Service Boundary are not ignored.

4.9.3 Indicator 5.2 — Judgment Regarding the Significance of Observed Changes Within Role Scope

The job coaching judgment applied to observed employment-related changes within Functional Scope shall be examined.

This Indicator addresses whether the job coach distinguishes routine variation from changes that may require support adjustment, communication, escalation, or referral.

The Indicator does not authorize clinical, legal, human-resources, or safety determinations outside job coaching Support Role and Functional Scope boundaries.

4.9.4 Indicator 5.3 — Timely Role-Appropriate Action Responding to Identified Employment Risk

Actions taken in response to identified employment risk shall be examined for timeliness and role appropriateness.

This Indicator addresses whether job coaching support responds before avoidable employment instability, dignity loss, performance failure, or job loss occurs when timely response is reasonably available within the Support Service Boundary.

The Indicator does not require the job coach to control employer decisions or guarantee job continuation.

4.9.5 Indicator 5.4 — Appropriate Communication and Follow-Through Within Role Boundaries

Communication and follow-through after identification or escalation of employment risk shall be examined.

This Indicator addresses whether employment-relevant concerns are communicated through appropriate channels, with appropriate privacy protection, and whether updated direction or role-appropriate follow-through is reflected in subsequent Job Coaching Support Work.

The Indicator does not require disclosure beyond role authority, consent, or employment relevance.

4.10 Factor 6 — Workplace Integration and Social Navigation

4.10.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting participation in the social and organizational environment of the workplace when such participation is required for employment maintenance.

This Factor addresses job-related workplace norms, routines, interactions, expectations, and participation patterns that influence job continuation.

The Factor does not require the job coach to create friendships, manage private relationships, or control employer culture.

In employment-maintenance contexts, this Factor is especially visible in ordinary workplace participation, team routines, required interactions, informal work norms, break and transition patterns, supervisor communication, customer or public interaction where relevant, and avoidance of unnecessary separation from the workplace.

4.10.2 Indicator 6.1 — Support Related to Workplace Norms and Routines

Support related to workplace norms, routines, and expectations shall be examined.

This Indicator addresses whether Job Coaching Support Work helps the worker understand and respond to job-related norms, work rhythms, routines, instructions, breaks, transitions, and informal practices that affect employment maintenance.

The Indicator excludes non-work social expectations that are unrelated to job performance or employment stability.

4.10.3 Indicator 6.2 — Support Related to Required Workplace Interactions

Support related to required interactions with supervisors, coworkers, customers, or the public shall be examined.

This Indicator addresses whether job coaching support assists with communication or interaction needed to perform the job, receive instruction, coordinate work, respond to feedback, or maintain employment stability.

The Indicator does not require the job coach to mediate unrelated personal relationships or substitute for employer supervision.

4.10.4 Indicator 6.3 — Support for Ordinary Workplace Participation

Support for ordinary workplace participation necessary for employment maintenance shall be examined.

This Indicator addresses whether the form of job coaching allows the worker to remain connected to normal team routines, ordinary communication patterns, and workplace participation to the extent appropriate for the job and support needs.

The Indicator recognizes that some individualized support may be necessary. The quality question is whether support preserves participation rather than unnecessarily separating the worker from the workplace.

4.10.5 Indicator 6.4 — Avoidance of Unnecessary Isolation or Separation

Conditions or job coaching practices that unnecessarily isolate the worker from typical workplace participation shall be examined.

This Indicator addresses whether support arrangements, prompting methods, correction practices, or communication patterns separate the worker from coworkers, team routines, or ordinary participation in ways that may threaten dignity, integration, or job continuation.

The Indicator does not require the job coach to control employer policies or workplace structures outside the Support Service Boundary.

4.11 Factor 7 — Continuity and Accuracy of Employment-Relevant Information

4.11.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching depends on accurate and continuous employment-relevant information before, during, and after Job Coaching Support Work.

This Factor addresses whether information used to guide support remains accurate, relevant, timely, appropriately communicated, and protected from loss, distortion, or inappropriate disclosure.

The Factor concerns employment-relevant information only. It does not authorize unnecessary collection or sharing of personal, clinical, family, or administrative information unrelated to employment maintenance.

In employment-maintenance contexts, this Factor is especially visible in the accuracy and continuity of employment-relevant information about job duties, schedules, worksite changes, support strategies, authorized communication pathways, worker preferences, confidentiality limits, and role-boundary decisions.

4.11.2 Indicator 7.1 — Accuracy of Information Used to Guide Job Coaching Work

Accuracy of employment-relevant information used to guide Job Coaching Support Work shall be examined.

This Indicator addresses whether job coaching is based on current and relevant information about job duties, support needs, performance conditions, workplace expectations, schedule, risk conditions, and authorized communication pathways.

The Indicator recognizes that unsupported assumptions, outdated information, or incomplete role understanding may distort service quality.

4.11.3 Indicator 7.2 — Information Transfer Across Job-Coaching or Support Arrangements

Transfer of employment-relevant information across job coaches, shifts, providers, support arrangements, or service periods shall be examined.

This Indicator addresses whether information necessary for employment maintenance is communicated accurately and appropriately when support arrangements change.

The Indicator does not require sharing information beyond role authority, consent, confidentiality requirements, or employment relevance.

4.11.4 Indicator 7.3 — Continuity Across Workplace or Service Changes

Continuity of job coaching support across relevant workplace or service changes shall be examined.

This Indicator addresses continuity when job tasks, schedules, supervisors, worksites, productivity expectations, support arrangements, transportation requirements, or communication pathways change.

The Indicator does not require the job coach to control employer restructuring or workplace decisions outside job coaching Support Role and Functional Scope boundaries.

4.11.5 Indicator 7.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure

Protection of employment-relevant information from loss, distortion, or inappropriate disclosure shall be examined.

This Indicator addresses whether information needed for employment maintenance remains available, accurate, bounded, and communicated only through appropriate channels.

The Indicator supports continuity while preserving privacy, confidentiality, worker autonomy, and employment relevance.

4.12 Factor 8 — Practice and Judgment Within Functional Scope

4.12.1 General

The Support Intended Function of Vocational Rehabilitation Job Coaching must be realized within authorized occupational Support Role and Functional Scope boundaries and with role-appropriate professional judgment.

This Factor addresses whether Job Coaching Support Work remains within the service role and does not substitute for employer, clinical, legal, safety, regulatory, family, or other responsibilities. It applies across all Factors and Indicators whenever role authority, escalation, referral, disclosure, or substitution questions arise.

The Factor is especially important where job coaching occurs at an active worksite with multiple responsible parties and real consequences for employment, safety, dignity, and privacy.

In employment-maintenance contexts, this Factor is especially visible where the job coach may be asked, implicitly or explicitly, to supervise, discipline, perform work tasks, approve accommodations,

decide safety issues, provide clinical interpretation, or speak for the worker beyond authorized boundaries.

4.12.2 Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope

Job Coaching Support Work performed within the authorized occupational Support Role and Functional Scope boundaries of Vocational Rehabilitation Job Coaching shall be examined.

This Indicator addresses whether the work performed is Job Coaching Support Work directed toward employment maintenance rather than employer supervision, clinical treatment, legal representation, safety enforcement, staffing replacement, or program administration.

The Indicator applies across all employment-maintenance activities, especially when job coaching Support Role and Functional Scope boundaries are unclear or multiple parties are involved.

4.12.3 Indicator 8.2 — Appropriate Judgment Within Functional Scope

The appropriateness of job coaching judgment within Functional Scope shall be examined.

This Indicator addresses whether decisions about observation, cueing, communication, support adjustment, privacy, escalation, and withdrawal of support are responsive to actual employment conditions and remain within job coaching authority.

The Indicator does not require professional judgment outside job coaching Support Role and Functional Scope boundaries.

4.12.4 Indicator 8.3 — Avoidance of Unauthorized Employer, Clinical, Legal, Safety, or Professional Practice

Avoidance of unauthorized employer, clinical, legal, safety, regulatory, or other professional practice shall be examined.

This Indicator addresses whether the job coach refrains from taking responsibility for decisions belonging to other parties, including discipline, accommodation approval, treatment, diagnosis, legal advice, safety certification, or operational control.

The Indicator does not prevent the job coach from communicating observed concerns or supporting appropriate referral through authorized channels.

4.12.5 Indicator 8.4 — Appropriate Assistance Seeking, Escalation, or Referral

Appropriate assistance seeking, escalation, or referral when conditions exceed the job coaching role shall be examined.

This Indicator addresses whether the job coach seeks clarification, assistance, supervision, employer input, clinical referral, safety response, emergency response, or other appropriate involvement when continuing independently would exceed job coaching Support Role and Functional Scope boundaries or threaten employment maintenance.

The Indicator requires that role limits become visible in quality determination rather than being hidden by continued activity, documentation, or absence of complaint.

5. Context Guides and Context-Specific Quality Outcome Criteria

5.1 General

VRJ Context Guides apply the invariant VRJ1 Core to defined employment-maintenance contexts. They provide bounded Context-Specific Interpretation without creating an alternative Core Standard.

Context Guides interpret the invariant VRJ1 Core within defined employment-maintenance contexts. They shall not redefine WQI Root Concepts, AMSI Applied Concepts, the Job Coaching Support

Service Quality Object architecture, the Core Quality Factors, the Core Quality Indicators, or the governing methodology. Context specificity is expressed through the declared object, employment context, Boundaries, Interfaces, Support Service Realization Pathways, Failure Modes and Failure-Mode Families, Context-Specific Quality Outcome Criteria, Evidence, Critical Service Conditions, Assumptions, Uncertainty, and claim limitations.

Why Context Guides interpret rather than redefine. Employment-maintenance conditions differ across industries, job duties, worksites, Worker needs, technologies, risks, and support arrangements. Context Guides make those differences visible through bounded Context-Specific Interpretation and Context-Specific Quality Outcome Criteria while preserving the same VRJ1 Core. This allows context to affect application without fragmenting the invariant methodology.

Context Guides provide bounded interpretation of employment contexts, populations, risks, resources, Support Service Realization Pathways, and real-life workplace conditions. They interpret the invariant VRJ1 Core but shall not redefine WQI Root Concepts, AMSI Applied Concepts, the Job Coaching Support Service Quality Object architecture, Core Quality Factors, Core Quality Indicators, or the governing determination methodology.

5.2 Purpose of a Context Guide

A VRJ Context Guide may:

- declare the employment context and relevant Job Coaching Support Service Realization Pathways;
- identify context-specific Failure Modes, risks, Boundaries, Interfaces, Critical Service Conditions, and Reference-Layer elements;
- interpret each VRJ1 Core Quality Factor and Core Quality Indicator without changing its meaning;
- develop Context-Specific Quality Outcome Criteria traceable to the Core Indicators;
- identify illustrative Evidence sources and known Evidence limitations; and
- support bounded application of SCM1 for Quality State determination, verification, and claims.

5.3 Context-Specific Quality Outcome Criteria

A Context-Specific Quality Outcome Criterion states the expected condition or result showing that a Core Quality Indicator is satisfied for a declared employment context, Service Period, Support Service Arrangement, and Support Service Boundary.

Criteria shall remain outcome-oriented and sufficiently specific for Evidence-Supported interpretation. They shall not be written merely as documentation requirements, service-hour requirements, generic statements of intent, employer preferences unrelated to the declared job, or descriptions of the Job Coach's activity without reference to the Support Result.

5.4 Application Where No Published Context Guide Exists

Where no published VRJ Context Guide applies, a controlled Context-Specific Interpretation may be developed from VRJ1. The interpretation shall preserve all Core Quality Factors and Core Quality Indicators, document the employment context, identify applicable Failure Modes and Critical Service Conditions, establish traceable Context-Specific Quality Outcome Criteria, and state Evidence limitations and Uncertainty.

5.5 Worker- and Population-Specific Interpretation

Worker-specific or population-specific interpretation may address communication, cognition, mental health, acquired brain injury, autism, intellectual or developmental disability, sensory differences, physical disability, aging-related change, or other material conditions. Such interpretation shall not

replace the individualized Worker, employment, and service context with a diagnostic stereotype or create additional Core Factors or Indicators.

5.6 Relationship Among VRJ1, Context Guides, and SCM1

VRJ1 defines the invariant service-domain quality architecture. Context Guides develop bounded employment-context interpretation and criteria. SCM1 governs the method used to evaluate Evidence, interpret findings, determine the Support Service Quality State, verify the determination, decide claims, and maintain or withdraw those claims over time.

6. Evidence, Quality State Determination, Verification, and Claims

Within VRJ1, Evidence supports Evidence-Supported Findings; Findings support Quality Factor Interpretation; Interpretation supports Critical Service Condition and Non-Compensability Review and the Support Service Quality State determination; the determination supports Verification; and Verification supports a Support Service Quality Claim Statement bounded by the completed determination. SCM1 governs the controlled method used at these stages.

6.1 Evidence Principle

Evidence shall support Findings concerning the declared Job Coaching Support Service Quality Object, applicable criteria, employment context, Service Period, Boundaries, Interfaces, Support Work, Support Results, Critical Service Conditions, Assumptions, and Uncertainty. Evidence is not quality itself and does not replace the Quality Object, Factor, Indicator, or criterion.

Why Evidence is object-dependent. Evidence has methodological meaning only in relation to the declared Job Coaching Support Service Quality Object, its Service Period, Boundaries, Interfaces, applicable criteria, Support Work, Support Results, and known Uncertainty. A document, observation, employment outcome, or stakeholder statement may be relevant Evidence without independently establishing quality. Evidence must therefore be interpreted rather than merely accumulated.

6.2 Possible Evidence Sources

Depending on the object and claim, Evidence sources may include direct observation of Job Coaching Support Work; Worker account and experience; employer or supervisor information obtained through authorized channels; records of job requirements, task sequences, performance expectations, and support arrangements; service records; communication and escalation records; support-adjustment or fading records; work samples or performance information where lawfully and appropriately available; technology-generated Data subject to human review; incident, complaint, or corrective-action records; and other relevant sources.

No single source shall be presumed sufficient merely because it is official, quantitative, contemporaneous, favorable, or routinely collected. Evidence planning shall consider source relevance, reliability, coverage, time period, attribution, accessibility, consent, confidentiality, and potential contradiction.

6.3 Evidence Sufficiency, Contrary Evidence, and Uncertainty

Evidence Sufficiency shall be evaluated for the proposed determination and Support Service Quality Claim Boundary. Contrary Evidence, missing Evidence, attribution limits, employer-controlled conditions, changing job demands, Assumption Drift, and Unresolved Conditions shall remain visible. Absence of a complaint, adverse event, termination, or documented concern is not equivalent to sufficient positive Evidence.

6.4 Support Service Quality State Determination

The Support Service Quality State is determined for the declared object as a whole through Evidence-Supported Findings, Quality Factor Interpretation, Critical Service Condition review, Non-Compensability, Assumptions, Uncertainty, and the limitations of the available Evidence. The method is governed by SCM1.

Continued employment is relevant but does not by itself establish a satisfactory Job Coaching Support Service Quality State. Employment may continue despite over-support, substitution for Worker job functions, dignity loss, unresolved risk, employer accommodation unrelated to Job Coaching Support Work, or insufficient Evidence. Conversely, job loss does not by itself establish that the Job Coaching Support Service was of poor quality where causes lie outside the declared Boundary and were appropriately recognized and addressed.

Why findings are narrower than the Quality State. Evidence-Supported Findings concern defined criteria, Indicators, events, conditions, or portions of the Service Period. Quality Factor Interpretation considers the pattern and significance of those findings at the Factor level. The Support Service Quality State is then determined for the declared object as a whole, subject to Critical Service Conditions, Non-Compensability, contrary Evidence, Assumptions, attribution limits, and Uncertainty. Favorable findings in one area cannot automatically establish a satisfactory overall state.

6.5 Verification and Claim Decisions

Verification examines whether the determination and proposed claim are supported by the declared object, criteria, Evidence, methods, Assumptions, limitations, and authorization. First-party, second-party, and qualified third-party verification shall remain distinct. Third-party certification requires a separately authorized certification scheme in addition to this Standard and SCM1.

6.6 Support Service Quality Claim Statement

A Support Service Quality Claim Statement shall identify, as applicable, the Job Coaching Support Service Quality Object, Scale, Service Period, Worker and employment context, Support Service Arrangement, included Job Coaching Support Work and Support Results, applicable Context Guide and criteria, Evidence basis, Quality State, Critical Service Conditions, Assumptions, Uncertainty, limitations, excluded Interfaces, verification type, decision authority, and continued-validity conditions.

A claim shall not be generalized from one Worker, job, worksite, episode, or Service Period to another without sufficient Evidence and an expressly expanded claim Boundary. A claim about the Job Coaching Support Service shall not be restated as a claim about the Worker, Job Coach, employer, provider organization, occupation, disability group, or continued employment outcome considered separately.

Every Support Service Quality Claim Statement shall identify the declared object and Scale, relevant internal and external Boundaries, relevant internal and external Interfaces, supporting Evidence, Assumptions, Uncertainty, Critical Service Conditions considered, and limitations arising from insufficient Boundary Transparency or Interface Transparency. The statement shall remain bounded by the completed determination and shall not imply the quality of unassessed persons, employers, providers, occupations, workplaces, services, or time periods.

Why Quality Claims remain bounded. A Support Service Quality Claim Statement communicates the result of a completed, Evidence-supported determination; it does not enlarge that determination. The claim remains limited to the declared object, Scale, Service Period, employment context, Boundaries, Interfaces, criteria, Evidence basis, and verification relationship. It shall make limitations and unresolved conditions visible rather than imply quality of unassessed Workers, Job Coaches, employers, providers, worksites, services, or time periods.

7. External Reference Layer and Interfaces

7.1 General

The Reference Layer contains external requirements, directions, standards, job conditions, and information used to interpret or constrain the declared object. It is not itself the Job Coaching Support Service Quality Object.

7.2 Typical Reference-Layer Elements

- applicable laws, regulations, vocational rehabilitation requirements, and funding or service-authorization conditions;
- actual job descriptions, task requirements, schedules, employer-acceptable performance standards, and workplace policies;
- workplace safety rules, emergency procedures, accessibility arrangements, and equipment instructions;
- clinical, rehabilitation, behavioral, communication, transportation, or benefits direction where applicable;
- professional standards, ethical requirements, organizational procedures, contracts, and confidentiality requirements;
- technology, Data, and information-system controls; and
- Worker-directed instructions, preferences, consent, and authorized communication arrangements.

7.3 External Interfaces

External Interfaces may connect the declared object with employers, supervisors, coworkers, customers or the public, vocational rehabilitation agencies, funders, provider management, family or advocates, transportation, benefits, healthcare and mental-health systems, professional systems, technology vendors, safety authorities, or other service providers. Relevance of an Interface does not automatically place the external party within the object Boundary.

7.4 Relationship to the Quality State

Reference-Layer conditions may enable, constrain, delay, distort, or interrupt Function Realization. Their effects shall be examined through the applicable Boundaries, Interfaces, criteria, and Evidence. An external failure shall not automatically be attributed to Job Coaching Support Work, but appropriate recognition, communication, escalation, coordination, and claim limitation may remain quality-relevant.

7.5 Relationship to Compliance

Compliance with applicable requirements may be necessary, but compliance alone does not establish a satisfactory Support Service Quality State. Conversely, this Standard shall not be used to excuse or override applicable legal, employer, safety, professional, contractual, or funding obligations.

7.6 Boundary Transparency and Interface Transparency

Boundary Transparency makes visible the declared extent of the Job Coaching Support Service Quality Object and the basis for including or excluding material participants, functions, responsibilities, systems, and conditions. Interface Transparency makes visible the significant interactions, communications, transfers, dependencies, delays, contradictions, and responsibility arrangements occurring through material internal and external Interfaces. These are methodological visibility requirements and do not constitute additional Core Quality Factors or Core Quality Indicators.

SCM1 Workflow Alignment. Applications of VRJ1 follow the controlled sequence: define the Job Coaching Support Service Quality Object; identify applicable Core Quality Indicators and Context-Specific Quality Outcome Criteria; plan Evidence collection; collect and evaluate Evidence; establish

Evidence-Supported Findings; perform Quality Factor Interpretation and Critical Service Condition review; determine the Support Service Quality State; verify; issue and communicate a Support Service Quality Claim Statement bounded by the completed determination; and review continued validity and improvement needs.

Annex A (Informative) - Development of Context-Specific Quality Outcome Criteria

A.1 Purpose

This Annex summarizes a controlled method for developing Context-Specific Quality Outcome Criteria from the VRJ1 Core.

A.2 Development Sequence

1. declare the Job Coaching Support Service Quality Object and complete Structural Checkpoints;
2. identify the employment context, actual job requirements, Service Period, Support Service Arrangement, Boundaries, Interfaces, and Reference Layer;
3. identify relevant context-specific Failure Modes and Critical Service Conditions;
4. interpret each Core Quality Factor and Core Quality Indicator for the declared context;
5. state expected conditions or results as Context-Specific Quality Outcome Criteria;
6. identify Evidence sources, contrary Evidence risks, attribution limits, Assumptions, and Uncertainty; and
7. confirm traceability from each criterion to the Core Indicator and from each proposed claim to the object, criteria, Evidence, and limitations.

A.3 Criterion Quality

A criterion should be clear, bounded, observable through Evidence, relevant to Function Realization, and neutral concerning the specific delivery method unless the method is part of the declared object or applicable Reference Layer. It should distinguish the Job Coach's Support Work from the Worker's assigned job functions and from employer or other external responsibilities.

Annex B (Informative) - VRJ Context Guide Architecture

B.1 Recommended Structure

- status, purpose, scope, governing documents, and document-layer boundary;
- employment-context definition and Support Service Quality Object Description;
- Support Intended Functions and Support Intended Results;
- Structural Checkpoints, Support Service Realization Pathways, Failure-Mode Families, and Critical Service Conditions;
- Boundaries, Interfaces, responsibilities, and Reference Layer;
- context-specific interpretation of all Core Factors and Indicators;
- traceable Context-Specific Quality Outcome Criteria and illustrative Evidence considerations;
- Quality State determination and claim limitations governed by SCM1; and
- informative checklists, object illustrations, Evidence-plan elements, or claim elements where useful.

B.2 Core-to-Context Rule

A Context Guide may add specificity, but it shall not rename, omit, replace, or change the meaning of a VRJ1 Core Quality Factor or Core Quality Indicator. Where a Context Guide appears to conflict with VRJ1, VRJ1 governs.

Annex C (Informative) - Worker- and Population-Specific Interpretation

C.1 Purpose

Worker- and population-specific interpretation may improve the relevance of Context-Specific Quality Outcome Criteria and Evidence planning when material communication, cognitive, behavioral, sensory, physical, mental-health, or other conditions affect Function Realization.

C.2 Principles

- begin with the individual Worker and declared employment context rather than a diagnostic category alone;
- preserve the Worker's employee role, dignity, privacy, autonomy, preferences, and ordinary workplace participation;
- distinguish Job Coaching Support Work from clinical treatment, employer supervision, legal advice, benefits counseling, and other external functions;
- state Assumptions and Uncertainty where interpretation depends on incomplete or changing information; and
- do not create additional Core Factors or Indicators or generalize findings from one Worker to a population.

Annex D (Informative) - Employment-Context and Task-Specific Contexts

D.1 Purpose

This Annex recognizes that Context Guides may interpret VRJ1 for particular employment contexts, job families, task environments, worksites, or service situations while preserving the invariant Core.

D.2 Illustrative Contexts

- cleaning-services employment;
- retail, food-service, office, warehouse, manufacturing, hospitality, grounds, maintenance, or community-based work;
- public-facing, customer-facing, team-based, remote, mobile, or multi-site work;
- employment involving tools, machinery, vehicles, technology, production pace, quality inspection, or regulated environments; and
- transitions involving changed duties, supervisors, schedules, workplaces, accommodations, transportation, or support arrangements.

D.3 Context Boundary

A context description shall not silently expand the Job Coaching Support Service Quality Object to include the employer's business operation, the Worker's complete employment relationship, the quality of an industry product or service, or external systems that remain outside the declared Boundary.

Annex E (Informative) - VRJ Structural Checkpoint Checklist

The checklist below supports completeness before Quality Factor Interpretation. Completion does not establish conformity or determine the Support Service Quality State.

No.	Structural checkpoint	Status / notes
1	Quality Object and Scale declared	
2	Service Period and Support Service Arrangement declared	
3	Worker, Job Coach, and material participants identified	
4	Included Job Coaching Support Work and Support Results described	
5	Support Intended Functions and Support Intended Results declared	
6	Internal and external Boundaries and Interfaces visible	
7	Occupations, Support Roles, Functional Scope, authorizations, responsibilities, and employer Interfaces identified	
8	Employment context, actual job requirements, worksite conditions, and Reference Layer described	
9	Evidence sources, attribution limits, limitations, Assumptions, and Uncertainty identified	
10	Intended determination and Support Service Quality Claim Boundary declared	

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