



Vocational Rehabilitation Job Coaching Quality

Service Standard - Core

AMSI STANDARD VRJ1

Second Draft Edition, Updated July 2026

Aligned with current AMSI VOC1 and WQI Whole-Quality vocabulary as applied in VRJ1

AMERICAN SUPPORT STANDARDS INITIATIVE

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0. Introduction

VRJ1 is the AMSI Core Standard for Vocational Rehabilitation Job Coaching service quality.

It defines what quality means for the job coaching service itself: the work performed together with the employment-maintenance results produced for the worker receiving job coaching support.

The Standard identifies the Vocational Rehabilitation Job Coaching service as the Service Quality Object and defines its intended function, boundaries, interfaces, Core Quality Factors, Core Quality Indicators, evidence principles, and Quality Claim Statements.

The Core Standard is used together with Context Guides. Context Guides apply the same Core Standard to real employment contexts, such as cleaning services employment, and develop context-specific Quality Outcome Criteria and evidence examples.

Section 2.7 summarizes the VRJ1-specific issues that should remain visible when this Core Standard is interpreted through Context Guides, evidence, and Quality Claim Statements.

VRJ1 is not a job development standard, job placement standard, employer performance standard, clinical protocol, licensing rule, funding rule, certification program, or quality management system. It does not certify or approve services. Verification, evidence evaluation, and responsible Quality Claim Statements are addressed separately through SCM1.

1. Scope and Purpose

1.1 Scope

This Core Standard applies to Vocational Rehabilitation Job Coaching services provided for the purpose of maintaining competitive integrated employment.

It defines the job coaching service being assessed, its intended function, the Core Quality Factors and Core Quality Indicators, and the principles used to determine the quality state of the service.

This Standard applies to the quality of the job coaching service itself. The service includes the job coaching work performed and the employment-maintenance result produced for the worker receiving job coaching support within defined boundaries and interfaces.

Activities primarily associated with obtaining employment, including job development, job placement, hiring negotiations, or initial onboarding, are outside the scope of this Core Standard unless explicitly addressed in a separate AMSI document.

This Standard applies regardless of job type or industry, employer size or sector, funding source, service delivery model, employment arrangement, provider organization, or jurisdiction.

1.2 Purpose

The purpose of this Standard is to establish an invariant Core Standard for Vocational Rehabilitation Job Coaching services focused on employment maintenance.

The Core Standard provides a stable foundation for interpreting job coaching service quality across different employment contexts without changing the Core Standard itself.

It provides the common foundation from which Context Guides are developed for specific employment contexts, job families, worksites, and service situations.

1.3 Intended Function

The intended function of the Vocational Rehabilitation Job Coaching service is to support the worker receiving job coaching support in maintaining competitive integrated employment safely, respectfully, effectively, and in accordance with the worker's employment role, needs, abilities, rights, preferences, and goals.

Function realization occurs through job coaching work that supports sustained job performance, workplace adaptation, employment stability, functional independence, dignity, worker autonomy, workplace participation, continuity of employment-relevant information, and timely response to employment risk within job coaching role boundaries.

This employment-maintenance logic is carried forward through the Service Quality Object in Section 3, the Core Factors and Indicators in Section 4, Context Guides and Quality Outcome Criteria in Section 5, and the evidence and Quality Claim logic in Section 6.

Function realization occurs through the interaction of all constituent parts of the Service Quality Object within its internal boundaries and across its interfaces with the external environment, including the real employment context.

1.4 Relationship to SOC and AMSI VOC1

This Standard uses the U.S. Standard Occupational Classification (SOC) as the occupational reference for the vocational rehabilitation job coaching service addressed by VRJ1.

For this Standard, Vocational Rehabilitation Job Coaching is treated as a role-dependent employment-support service anchored to Rehabilitation Counselors (SOC 21-1015), when and to the extent that the work performed includes direct, person-facing employment-maintenance support.

This occupational anchoring keeps the Standard focused on the work performed rather than on job title, employer, funding source, program label, or service model. Nothing in this Standard expands or alters occupational scope, licensure, supervision, regulatory authority, employer authority, worker authority, or contractual responsibility.

This Standard also uses the current AMSI VOC1 vocabulary for key service-quality terms, including work, result, service, Quality Object, Service Quality Object, Quality Factor, Quality Indicator, Quality Outcome Criterion, evidence, and Quality Claim Statement.

1.5 Relationship to Context Guides

This Core Standard defines the common quality structure for Vocational Rehabilitation Job Coaching services.

Context Guides do not replace or modify this Core Standard.

Instead, they interpret the Core Standard for specific employment-maintenance contexts, derive context-specific Quality Outcome Criteria, provide examples of evidence, identify context-specific risks and Critical Conditions, and, where appropriate, include informative annexes addressing worker-specific or context-specific considerations.

1.6 What This Standard Does Not Do

This Standard is not a quality management system, licensing standard, regulatory document, clinical protocol, funding rule, staffing model, training curriculum, employer procedure, job-development method, or certification standard.

It does not prescribe how services shall be organized or delivered.

It does not evaluate the quality of the employer's business, workplace operation, cleaning service, retail service, food service, office service, or other industry-specific product or service.

Instead, it defines what quality means for the Vocational Rehabilitation Job Coaching Service Quality Object, leaving the means of achieving that quality to responsible organizations, professionals, workers, employers, and service arrangements operating within applicable laws, regulations, job coaching role boundaries, and employment conditions.

2. Document Structure

2.1 General

This Core Standard is organized to separate the common definition of Vocational Rehabilitation Job Coaching service quality from its application in specific employment contexts.

It also separates that definition from the method used to support evidence evaluation and Quality Claim Statements.

This separation promotes consistency while allowing the Standard to be applied across different job types, worksites, employment models, funding arrangements, populations, and jurisdictions.

2.2 Core Standard

This Core Standard establishes the common quality structure for Vocational Rehabilitation Job Coaching services.

It defines:

- the Service Quality Object;
- the intended function of the service;
- the principles of function realization;
- the invariant Core Quality Factors;
- the invariant Core Quality Indicators; and
- the general framework for determining the quality state of the service.

The Core Standard remains unchanged across different Vocational Rehabilitation Job Coaching service contexts.

2.3 Context Guides

Context Guides interpret this Core Standard for specific employment-maintenance contexts.

A Context Guide may:

- interpret the realization of the invariant Core Quality Factors and Indicators within a defined employment context;
- develop context-specific Quality Outcome Criteria;
- provide illustrative examples of evidence;
- identify context-specific risks, Critical Conditions, boundaries, and interfaces; and
- include informative annexes where additional interpretation is beneficial.

Context Guides shall not redefine the Service Quality Object, intended function, Core Quality Factors, or Core Quality Indicators established by this Core Standard.

2.4 Worker-Specific and Population-Specific Annexes

Where appropriate, Context Guides may include informative annexes that provide additional interpretation for particular worker populations, support situations, communication needs, or functional support considerations.

Such annexes may address, for example:

intellectual and developmental disabilities;

autism spectrum-related support needs;

acquired brain injury;

mental health-related support needs;

physical disabilities;

sensory or communication differences;

aging-related functional changes; or

other worker-specific conditions requiring additional context.

Worker-specific or population-specific annexes support interpretation but do not modify the Core Standard or create additional Core Quality Factors or Indicators.

2.5 Relationship to SCM1

This Core Standard defines what constitutes quality for the Vocational Rehabilitation Job Coaching service.

SCM1 defines how conformity to this Core Standard may be evaluated, how evidence is assessed, and how responsible Quality Claim Statements may be made.

Verification methodology is outside the scope of this Core Standard.

2.6 Relationship to Whole Quality

This Core Standard applies the universal Whole Quality methodology to Vocational Rehabilitation Job Coaching services.

Within this methodology:

the Quality Object is identified before quality is determined;

intended function provides the basis for deriving Quality Factors;

Quality Factors are made observable through Quality Indicators;

Context Guides interpret the Core Standard for specific employment contexts;

Quality Outcome Criteria define expected results within those contexts; and

evidence supports responsible Quality Claim Statements.

2.7 VRJ1-Specific Visibility Issues

Because VRJ1 addresses employment-maintenance job coaching in competitive integrated employment, quality determination should keep the following VRJ1-specific issues visible. These issues do not create additional Core Quality Factors or Core Quality Indicators. They clarify the employment-maintenance substance that should remain observable when the invariant Core is interpreted in Context Guides, evidence, and Quality Claim Statements.

- actual job duties, task sequences, employer-acceptable standards, pace, accuracy, reliability, inspection, rework, and other performance conditions affecting job continuation;
- the worker receiving job coaching support as an employee, including worker role, dignity, autonomy, privacy, participation, consent, and protection from stigmatizing or infantilizing practices in the workplace;
- job coaching work as support for employment maintenance, including observation, cueing, coaching, communication, support adjustment, fading, problem solving, and coordination within job coaching role boundaries;
- the employment-maintenance result, including sustained job performance, adaptation to changing job demands, functional independence, ordinary workplace participation, and continuity of employment where these results are within the declared service boundary;
- the difference between supporting the worker and substituting for the worker job functions, employer supervision, employer performance evaluation, clinical treatment, legal advice, safety enforcement, or other external responsibilities;
- worksite realities such as supervisor changes, coworkers, customers or public interaction, schedule changes, transportation dependence, worksite access, tools, materials, technology, safety interfaces, and communication channels;
- employment-relevant information continuity, including changes in job duties, support needs, worksite expectations, authorized communication pathways, and confidentiality limits;
- Critical Conditions whose failure, uncertainty, or loss of visibility may threaten job continuation, worker dignity, role integrity, safety, or the credibility of a Quality Claim Statement;
- evidence connecting both sides of the Service Quality Object: the job coaching work performed and the employment-maintenance result produced by that work; and
- Quality Claim Statement boundaries, including the declared Service Quality Object, employment-maintenance context, evaluation period, evidence basis, limitations, exclusions, and unresolved uncertainties.

The remainder of this Standard uses these visibility issues structurally: Section 3 defines the object, boundaries, and interfaces; Section 4 establishes the invariant Factors and Indicators; Section 5 guides context-specific Quality Outcome Criteria; Section 6 aligns evidence and Quality Claim Statements; and Section 7 separates external systems from the Service Quality Object.

3. Service Quality Object

3.1 General

Within the Whole Quality methodology, quality can only be determined after the Quality Object has been correctly identified.

For Vocational Rehabilitation Job Coaching services, the Quality Object is the complete employment-maintenance job coaching service established to realize an intended function through occupational work performed within defined boundaries and interfaces.

The Quality Object shall be identified before its quality state is determined.

3.2 Occupational Foundation

The Vocational Rehabilitation Job Coaching service is anchored in occupational work associated with vocational rehabilitation and employment-support practice.

Within the AMSI Whole Quality framework, occupational work provides the foundation for identifying the service Quality Object.

The terminology and conceptual relationships used in this Standard are anchored in the current AMSI VOC1 and the WQI Whole-Quality vocabulary as applied in VRJ1.

3.3 Occupational Work, Result, and Service

The job coaching work performed by the vocational rehabilitation job coach produces employment-maintenance results.

The combination of the occupational work performed and the results produced constitutes the Vocational Rehabilitation Job Coaching service.

The quality determined by this Core Standard is the quality of that service.

3.4 Service Quality Object

For the purposes of this Core Standard, the Service Quality Object is the complete Vocational Rehabilitation Job Coaching service focused on employment maintenance.

The Service Quality Object consists of the interacting constituent parts necessary to realize its intended function.

These constituent parts include:

the worker receiving job coaching support;

the vocational rehabilitation job coach;

the job coaching work performed;

the employment-maintenance results produced by that work;

the intended function of the service;

the internal boundaries and interfaces among the constituent parts; and

the external boundary separating the service from surrounding systems together with its external interfaces.

The Service Quality Object does not become the employer, jobsite, work schedule, job description, workplace policy, documentation system, funding program, service plan, or work task list.

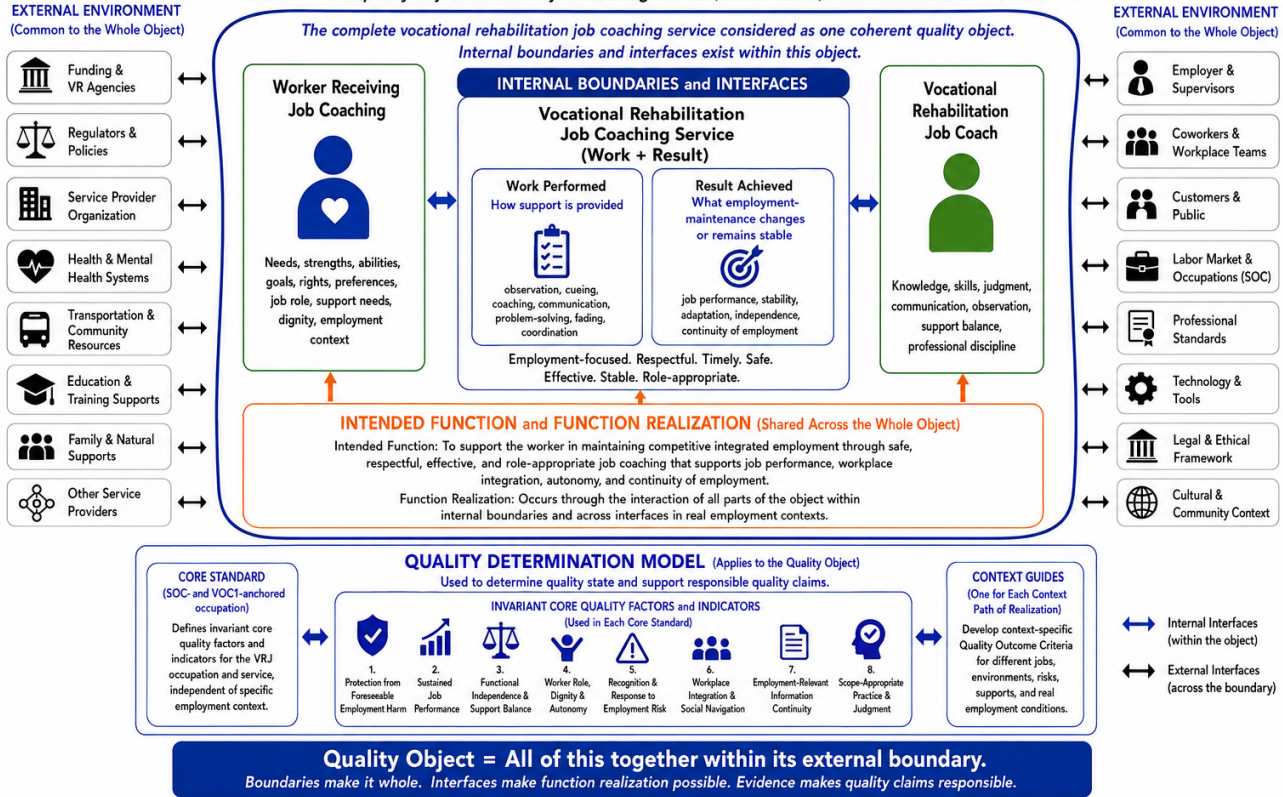
These elements may influence realization of the Service Quality Object and may be included in the declared service boundary only to the extent relevant to the Quality Claim Statement being made.

For VRJ1, the employment context must remain visible without being confused with the Service Quality Object. The quality claim concerns the Vocational Rehabilitation Job Coaching service, not the employer operation, the worker considered alone, the jobsite considered alone, or the continued employment outcome considered without the job coaching work and evidence basis.

The master diagram below illustrates the Vocational Rehabilitation Job Coaching Service Quality Object as one coherent quality object, including the worker receiving job coaching, the vocational rehabilitation job coach, the job coaching service as work and result, the intended function, internal and external boundaries and interfaces, external environment, and the quality determination model.

Quality Object in Vocational Rehabilitation Job Coaching

One coherent quality object: worker + job coaching service (work + result) + intended function + boundaries.



3.5 Constituent Parts

The constituent parts of the Service Quality Object interact continuously during service delivery.

The quality state of the Vocational Rehabilitation Job Coaching service depends on the realization of the complete Service Quality Object rather than on any constituent part evaluated in isolation.

The quality of the service shall therefore be determined for the complete Quality Object.

3.6 Internal Boundaries and Interfaces

Internal boundaries distinguish the constituent parts of the Service Quality Object while preserving their functional interaction.

Internal interfaces enable realization of the intended function through observation, communication, coaching, cueing, coordination, support adjustment, response, and other interactions occurring within the Service Quality Object.

Internal boundaries and interfaces are essential for distinguishing job coaching work from worker job functions and from responsibilities belonging to employers or other external parties.

This distinction is VRJ1-critical because employment maintenance can be misrepresented when a job coach performs the worker's assigned work, manages the worker publicly as a program participant, or absorbs employer, clinical, legal, or safety responsibilities into ordinary job coaching activity.

3.7 External Boundary and Interfaces

The external boundary distinguishes the Service Quality Object from surrounding systems in the external employment environment.

These external systems may include employers, supervisors, coworkers, customers or members of the public where relevant, vocational rehabilitation agencies, funding or referral organizations, service provider organizations, family members or advocates where authorized, clinical, legal, safety, transportation, benefits, or technology systems, and other external participants.

Although these systems may influence the service, they are not constituent parts of the Service Quality Object.

Their relationships with the Service Quality Object occur through external interfaces.

3.8 Intended Function

The intended function expresses the purpose for which the Vocational Rehabilitation Job Coaching service exists.

The intended function provides the foundation for deriving the invariant Core Quality Factors and Core Quality Indicators established by this Standard.

The realization of the intended function determines the quality state of the Service Quality Object.

For VRJ1, realization of the intended function requires job coaching work and employment-maintenance results to support sustained employment in a manner consistent with safety, dignity, worker autonomy, job coaching role boundaries, and the real workplace context.

4. Invariant Core Quality Factors and Indicators

4.1 General

This section establishes the invariant Core Quality Factors and Core Quality Indicators for Vocational Rehabilitation Job Coaching services within the scope of this Standard.

The Core Quality Factors identify the broad dimensions through which realization of the intended function becomes observable.

The Core Quality Indicators identify what shall be examined to determine whether each Factor is realized within a specific employment-maintenance context and declared service boundary.

Quality Outcome Criteria, evidence examples, and context-specific Critical Conditions are developed in Context Guides or other AMSI application materials. They make the invariant Core observable in context and do not modify the Core Quality Factors or Core Quality Indicators established in this section.

When applying the Core Factors and Indicators, users should keep the employment-maintenance substance of VRJ1 visible. The Factors are not generic helping values and the Indicators are not administrative checklist items. They concern whether the job coaching service realizes its intended employment-maintenance function for the worker as an employee in a real workplace context.

4.2 Derivation of Core Quality Factors

The Core Quality Factors are derived from:

the Service Quality Object identified in Section 3;

the intended function of the Vocational Rehabilitation Job Coaching service;

the realization of that intended function through occupational work and results;

the internal and external boundaries and interfaces of the Service Quality Object; and

the principal families of conditions that may prevent, weaken, interrupt, distort, or misdirect function realization in employment maintenance.

The Factors are therefore not general service values, administrative categories, task labels, funding categories, employer-performance measures, or program requirements.

They identify necessary dimensions of function realization for the Vocational Rehabilitation Job Coaching service.

For VRJ1, the principal failure families include avoidable employment-related harm, loss of job performance stability, over-support or under-support, substitution for worker job functions, loss of worker dignity or autonomy, delayed response to employment risk, workplace isolation, information loss or distortion, and role-boundary failure involving employers, clinical systems, legal systems, safety systems, or other external parties.

4.3 Relationship Among Factors, Indicators, Outcome Criteria, Evidence, and Claims

Within this Standard:

Core Quality Factors identify the broad invariant dimensions of Vocational Rehabilitation Job Coaching service quality derived from the Service Quality Object and intended function.

Core Quality Indicators identify what shall be examined to make each Factor observable without converting the Factor into a task list, documentation requirement, or program requirement.

Quality Outcome Criteria define context-specific expected states or results showing that an Indicator has been satisfied within a declared employment-maintenance context and declared service boundary.

Evidence supports determination of whether applicable Quality Outcome Criteria have been achieved and whether relevant Critical Conditions, limitations, and uncertainties remain visible.

Quality Claim Statements communicate the determined quality state within a declared Service Quality Object, declared service boundary, evaluation period, evidence basis, and stated limitations.

Quality Outcome Criteria are developed in Context Guides or other AMSI application materials and shall remain traceable to the Core Indicator from which they are derived.

Verification of evidence and Quality Claim Statements is governed by SCM1.

The alignment sequence is directional: Service Quality Object, intended function, Core Quality Factor, Core Quality Indicator, context-specific Quality Outcome Criterion, evidence, and Quality Claim Statement. A responsible claim should not skip this sequence or replace one level with another.

No Core Factor, Core Indicator, Quality Outcome Criterion, evidence item, or documentation record shall be used as a substitute for the whole quality determination unless the Quality Claim Statement expressly declares the limited boundary of the claim.

Where a Critical Condition is applicable, satisfaction of other Indicators, activity volume, documentation completeness, or absence of complaint does not by itself compensate for unresolved failure, uncertainty, or loss of visibility of that Critical Condition.

4.4 Invariant Character of the Core

The Core Quality Factors and Core Quality Indicators established in this section are invariant within the scope of this Standard.

They shall not be changed by:

job type or industry;

employer size or sector;

worksite setting;

payer or funding source;

employment-support model;

provider organization;

documentation system;

jurisdiction;

diagnosis or disability category;

worker population; or

program label.

Different contexts may require different Quality Outcome Criteria and different evidence. They do not require different Core Quality Factors or Core Quality Indicators within VRJ1.

4.5 Factor 1 — Protection from Foreseeable Employment Harm

4.5.1 General

The intended function of the Vocational Rehabilitation Job Coaching 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 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 quality state of the 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 Service Boundary

The extent to which job coaching work avoids preventable employment-related harm within the declared 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 role scope.

The Indicator does not assign responsibility for outcomes caused by conditions outside the 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 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 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 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 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 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 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 role boundaries.

4.7.5 Indicator 3.4 — Avoidance of Substitution for Worker Job Functions

The extent to which job coaching 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 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 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 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 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 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 role 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 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 role 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 role 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 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 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 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 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 service boundary.

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

4.11.1 General

The intended function of Vocational Rehabilitation Job Coaching depends on accurate and continuous employment-relevant information before, during, and after job coaching 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 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 role 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 — Scope-Appropriate Practice and Professional Judgment

4.12.1 General

The intended function of Vocational Rehabilitation Job Coaching must be realized within authorized occupational role boundaries and with role-appropriate professional judgment.

This Factor addresses whether job coaching 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 Occupational Role Boundaries

Job coaching work performed within the authorized occupational role boundaries of Vocational Rehabilitation Job Coaching shall be examined.

This Indicator addresses whether the work performed is job coaching 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 role boundaries are unclear or multiple parties are involved.

4.12.3 Indicator 8.2 — Appropriate Judgment Within Role Scope

The appropriateness of job coaching judgment within role 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 role 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 role 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 Quality Outcome Criteria

5.1 General

The Core Standard establishes invariant Core Quality Factors and Core Quality Indicators. Context Guides explain how those invariant elements become observable in specific employment-maintenance contexts.

Because job coaching occurs in real workplaces, the same Core Factor may require different Quality Outcome Criteria in different work contexts.

5.2 Purpose of Context Guides

Context Guides support application of this Core Standard in defined employment-maintenance contexts.

A Context Guide may address conditions such as:

- job tasks and task sequences;
- physical work environment;
- tools, materials, equipment, and work processes;
- performance pace and inspection conditions;
- supervision and communication patterns;
- workplace norms and social navigation;
- worker-specific functional support considerations;
- employment-maintenance risks and Critical Conditions;
- service boundaries, interfaces, and evidence limitations; and
- Quality Claim Statement boundaries and evidence basis.

When developing a Context Guide, the VRJ1-specific visibility issues summarized in Section 2.7 should be preserved without repeating them as separate Core requirements.

5.3 Quality Outcome Criteria

Quality Outcome Criteria define expected states or results that show whether a Core Quality Indicator has been satisfied in a specific employment-maintenance context.

Quality Outcome Criteria are derived from the invariant Core Quality Indicators and shall remain consistent with the intended function, Service Quality Object, declared service boundary, and Core-to-context logic established by this Core Standard.

Quality Outcome Criteria may differ across employment contexts because the observable conditions affecting employment maintenance differ across jobs, worksites, worker support needs, and service situations.

Quality Outcome Criteria should be worded as observable context-specific states or results, not as prescribed methods, staffing levels, service hours, documentation entries, contact counts, program participation, or employer operational requirements.

Each Quality Outcome Criterion should preserve traceability to one or more Core Quality Indicators and should make clear what would count as sufficient function realization in the declared employment context.

In VRJ1, well-formed Quality Outcome Criteria should normally make visible the employment-maintenance condition being judged, the job coaching role boundary, the worker-as-employee dignity condition, and the evidence needed to support the claim. Criteria should avoid implying that job retention alone, employer approval alone, or continued attendance alone proves job coaching quality.

Where a Quality Outcome Criterion depends on a Critical Condition, that dependency should remain visible in the Context Guide and in any Quality Claim Statement based on that criterion.

5.4 Context Guide Structure

A Context Guide should preserve the Core Standard while adding context-specific interpretation.

A Context Guide should generally include:

scope and purpose;

relationship to VRJ1;

employment-context definition;

Service Quality Object interpretation;

intended function and function realization in context;

context boundaries and interfaces;

interpretation of invariant Core Quality Factors;

interpretation of invariant Core Quality Indicators and Quality Outcome Criteria;

context-specific Critical Conditions;

context-specific evidence considerations;

Quality Claim Statement guidance;

limitations and non-prescriptive interpretation; and

informative annexes where useful.

5.5 Worker-Specific Annexes

Where useful, Context Guides may include worker-specific or population-specific annexes.

Such annexes should interpret how worker characteristics, communication needs, support needs, or functional presentation may affect application of the same invariant Core Indicators in the declared employment context.

They shall not create a separate Core Standard for a diagnosis, disability category, funding stream, or worker group.

5.6 Relationship Between the Core Standard and Context Guides

The Core Standard controls the Service Quality Object, intended function, Core Quality Factors, and Core Quality Indicators.

Context Guides interpret those invariant elements and develop context-specific Quality Outcome Criteria, evidence examples, service-boundary and interface interpretations, and Critical Conditions without changing the Core Factor and Indicator structure.

A Context Guide may narrow, specify, or illustrate the evidence needed for a claim, but it shall not permit evidence for one Indicator to substitute for another Indicator unless the resulting Quality Claim Statement is expressly limited.

A Quality Claim Statement shall not treat a Context Guide as replacing or modifying this Core Standard.

6. Evidence and Quality Claim Statements

6.1 General

Evidence supports determination of the quality state of the Vocational Rehabilitation Job Coaching Service Quality Object.

Evidence and Quality Claim Statements shall be interpreted together with this Core Standard, applicable Context Guides, SCM1, the declared service boundary, applicable Critical Conditions, and the applicable Quality Outcome Criteria.

Evidence and claims should therefore remain aligned with the same chain used to develop the Core: Service Quality Object, intended function, Core Factor, Core Indicator, Quality Outcome Criterion, evidence, and Quality Claim Statement.

6.2 Evidence Principle

Evidence shall be relevant, sufficient, appropriate, and proportionate to the Quality Claim Statement being made and to the significance of the declared quality determination.

Evidence supports quality determination rather than assumptions, intent, effort, activity volume, service hours, program participation, documentation volume, absence of complaint, or absence of reported concern alone.

Evidence should make visible the work performed, the result produced, the declared service boundary, applicable Core Indicators, applicable Quality Outcome Criteria, relevant Critical Conditions, and any limitations or uncertainties.

Evidence should be capable of supporting both sides of the service-quality object: the job coaching work performed and the employment-maintenance result produced by that work. Evidence limited to one side should be treated as limited evidence unless the Quality Claim Statement is correspondingly limited.

For VRJ1, evidence should also keep visible the actual employment context: the job duties or work expectations relevant to the claim, the worker support need being addressed, the support provided, the response or result observed, the role-boundary decision made, and any external interface or Critical Condition that affects interpretation. Evidence limited to notes, contact counts, or service hours does not by itself demonstrate that employment-maintenance function was realized.

6.3 Sources of Evidence

Evidence may come from one or more appropriate sources, including:

direct observation of job coaching work;

observation of employment-maintenance conditions;

communication with the worker;

communication with the job coach;

communication with supervisors, employers, or authorized stakeholders where appropriate;

service documentation;

employment-relevant records;

records of support adjustment, communication, escalation, or follow-through;

context-specific evidence identified in applicable Context Guides; and

- employment-context evidence such as relevant job duties, performance expectations, schedule or worksite changes, support fading or adjustment records, authorized supervisor communication, and worker feedback where appropriate;

other reliable and relevant sources.

No single source of evidence automatically determines the quality state of the Service Quality Object, and documentation completeness does not by itself demonstrate that the intended function was realized.

6.4 Sufficiency of Evidence

Sufficiency of evidence depends on the scope of the Quality Claim Statement, the significance of the quality determination, the applicable Core Indicators and Quality Outcome Criteria, the declared service boundary, the evaluation period, identified Critical Conditions, and known uncertainties.

Where evidence is incomplete, indirect, outdated, inconsistent, or limited to documentation alone, those limitations shall be acknowledged in the Quality Claim Statement.

A broad claim requires broader evidence across the applicable Factors, Indicators, Quality Outcome Criteria, Critical Conditions, and service-boundary interfaces. A narrow claim may be supported by narrower evidence when the claim boundary is transparent.

Evidence is insufficient for a broad quality claim when unresolved Critical Conditions, unavailable context evidence, unclear service boundaries, or unexamined role-boundary questions could materially affect the quality state being claimed.

6.5 Quality Claim Statements

A Quality Claim Statement communicates a determined quality state for a declared Service Quality Object within a declared service boundary, employment-maintenance context, evaluation period, evidence basis, and stated limitations.

A responsible Quality Claim Statement should identify:

the Service Quality Object;

the employment-maintenance context;

the declared service boundary covered by the claim;

the evaluation period;
the applicable Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria;
the evidence basis and its sufficiency for the claim being made;
any applicable Critical Conditions;
limitations, exclusions, assumptions, and unresolved uncertainties; and
the relationship to any applicable Context Guide or SCM1 evaluation process.

A Quality Claim Statement shall not imply full conformity, general service quality, or continuing quality beyond the declared boundary, evaluation period, applicable criteria, evidence basis, and unresolved limitations.

Where evidence supports only selected Indicators, a limited time period, a specific employment context, or a narrow service boundary, the Quality Claim Statement should be worded as a limited or conditional claim rather than as a broad claim about VRJ1 conformity.

A claim should distinguish the quality of the Vocational Rehabilitation Job Coaching service from employer compliance, workplace safety performance, worker job performance alone, program participation, funding eligibility, or documentation completion.

6.6 Relationship to SCM1

SCM1 governs the method for evaluating evidence and supporting Quality Claim Statements.

This Core Standard identifies the quality structure to which evidence and claims relate. It does not itself prescribe a certification, audit, approval, or management-system process, and it does not authorize claims unsupported by the applicable evidence chain.

7. External Systems and Interfaces

7.1 General

Vocational Rehabilitation Job Coaching services operate within an external employment environment.

External systems may influence realization of the intended function but do not automatically become constituent parts of the Service Quality Object.

7.2 External Systems

External systems may include:

employers and supervisors;
coworkers, customers, or members of the public where relevant;
vocational rehabilitation agencies;
funding or referral organizations;
service provider organizations;
family members, advocates, or representatives where authorized;
clinical, legal, safety, transportation, or benefits systems;
regulatory or program systems; and
other systems affecting employment maintenance.

7.3 External Interfaces

External interfaces are the points of interaction between the Service Quality Object and external systems.

Examples include communication with supervisors, clarification of job expectations, reporting of employment-relevant concerns, coordination with authorized service parties, use of employer instructions as context, and escalation when conditions exceed the job coaching role.

External interfaces may support or interfere with realization of the intended function and may therefore be relevant to quality determination.

7.4 Relationship to the Service Quality Object

External systems do not become the Service Quality Object merely because they influence employment maintenance.

For example, the employer, workplace, supervisor, cleaning route, retail register, production line, time clock, or transportation system may influence the service. They do not become the Vocational Rehabilitation Job Coaching service.

A Quality Claim Statement shall distinguish the quality of the job coaching service from the quality, compliance, safety, productivity, or operational performance of external systems.

At the same time, external systems cannot be ignored when they materially affect employment maintenance. Their influence should be represented as interface conditions, evidence limitations, Critical Conditions, or claim-boundary exclusions, rather than by redefining the Service Quality Object.

7.5 Relationship to Other Requirements

This Standard shall be interpreted together with applicable laws, regulations, employer rules, service agreements, confidentiality requirements, safety requirements, and professional responsibilities.

Compliance with another requirement does not automatically establish the quality state of the Service Quality Object under this Standard.

Likewise, this Standard does not replace or modify obligations belonging to employers, regulators, clinicians, legal professionals, safety authorities, funders, or other responsible parties.

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

A.1 Purpose

This Annex explains how Context Guides develop context-specific Quality Outcome Criteria from the invariant Core Quality Indicators established by VRJ1.

A.2 Relationship to the Core Standard

Quality Outcome Criteria shall be derived from the Core Quality Indicators and interpreted within a declared employment-maintenance context, declared service boundary, and evidence basis.

They shall not create new Core Quality Factors or Core Quality Indicators and shall not redefine the Service Quality Object or intended function.

A.3 How Quality Outcome Criteria Are Developed

Quality Outcome Criteria are developed by identifying the context-specific states or results that make a Core Quality Indicator observable and evidence-capable in a real employment-maintenance context.

A well-aligned Quality Outcome Criterion should identify the relevant Core Indicator, the employment-context condition being interpreted, the expected service state or result, any applicable Critical Condition, and the type of evidence needed to support a responsible claim.

Quality Outcome Criteria should avoid wording that treats job coach presence, service hours, notes, worker attendance, employer satisfaction, or absence of complaint as automatic evidence of quality.

For VRJ1, this development should preserve the visibility principles in Sections 2.7 and 5.3: the job function or workplace condition, the support action or boundary decision, the employment-maintenance result, and the evidence basis should remain traceable.

This may require attention to:

- assigned job functions;
- worksite conditions;
- employer expectations;
- task sequence and pace;
- communication and supervision patterns;
- worker functional presentation;
- workplace integration conditions;
- job coaching role-boundary questions;
- Critical Conditions; and
- available evidence.

A.4 Illustrative Employment Contexts

Illustrative employment contexts may include cleaning services, retail, food service, office support, warehouse work, landscaping, hospitality, transportation support, production work, or other competitive integrated employment settings.

These contexts affect interpretation of Quality Outcome Criteria but do not change the invariant Core Standard.

Annex B (Informative) - Context Guide Methodology

B.1 Purpose

This Annex summarizes the recommended methodology for developing a VRJ1 Context Guide.

B.2 Relationship to the Core Standard

A Context Guide begins with the Service Quality Object, intended function, Core Quality Factors, and Core Quality Indicators established by VRJ1.

B.3 Purpose of a Context Guide

The purpose of a Context Guide is to show how the invariant Core becomes observable in a defined employment-maintenance context.

B.4 Recommended Structure of a Context Guide

A VRJ1 Context Guide should define the employment context, identify boundaries and interfaces, interpret function realization, apply the Core Factors and Indicators, develop aligned Quality Outcome Criteria, address evidence sufficiency, identify Critical Conditions, and guide responsible Quality Claim Statements.

The Context Guide should preserve traceability from each Quality Outcome Criterion back to the Core Indicator and forward to the evidence and Quality Claim Statement that may rely on it.

B.5 Worker-Specific Notes

Context Guides may include informative worker-specific notes or annexes when they help interpret the same Core Indicators without creating separate quality standards for particular diagnoses or populations.

B.6 Relationship to SCM1

Context Guides support interpretation of VRJ1. SCM1 supports evaluation of evidence and Quality Claim Statements based on the applicable Core Standard and Context Guide.

Annex C (Informative) - Worker-Specific Interpretation

C.1 Purpose

This Annex explains how worker-specific interpretation may be used without fragmenting the Core Standard.

C.2 General Principles

Worker-specific conditions may affect how the Core Quality Indicators become observable.

Such conditions shall be interpreted within the declared employment context and declared service boundary.

They shall not replace the invariant Core Quality Factors or Core Quality Indicators.

C.3 Typical Worker-Specific Contexts

Worker-specific interpretation may be useful where employment maintenance is affected by communication needs, cognitive load, sensory conditions, anxiety, stamina, mobility, learning style, social interpretation, medical restrictions as communicated, transportation dependence, or other functional support considerations.

C.4 Relationship to Context Guides

Worker-specific interpretation is most useful when combined with a defined employment context, because the significance of a support need depends on the actual job, worksite, expectations, and service boundary.

C.5 Relationship to Quality Determination

Quality determination shall remain evidence-based and bounded. Worker-specific interpretation supports visibility of relevant conditions but does not justify unsupported claims or substitution for employer, clinical, legal, safety, or regulatory responsibilities.

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

D.1 Purpose

This Annex explains how employment-context and task-specific interpretation may be used in VRJ1 Context Guides.

D.2 General Principles

Employment-context and task-specific conditions affect how job coaching service quality becomes observable.

They do not create a separate Core Standard or redefine the Service Quality Object.

They support development of context-specific Quality Outcome Criteria, evidence considerations, Critical Conditions, and Quality Claim Statement boundaries.

This distinction is addressed in Section 7.4 and should be preserved in each Context Guide.

D.3 Typical Employment Contexts

Typical employment contexts may include cleaning services employment, retail employment, food service employment, warehouse employment, office support employment, grounds or landscaping employment, hospitality employment, and other contexts where job coaching supports employment maintenance.

D.4 Relationship to Quality Outcome Criteria

Quality Outcome Criteria may address context-specific performance conditions, service-boundary and support-boundary conditions, safety interfaces, communication demands, productivity expectations, dignity risks, information continuity, role-boundary conditions, evidence limitations, and Critical Conditions.

D.5 Relationship to Worker-Specific Interpretation

Employment-context interpretation and worker-specific interpretation should be coordinated. The same worker support need may have different quality significance depending on the job task, worksite, schedule, pace, supervision pattern, and social environment.

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