



Support Service Standard - Core

AMSIS STANDARD SSC1

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Common Support Service Requirements and Quality Determination for Support Service

SUPPORT SERVICE QUALITY INITIATIVE

Foreword

Support services help people maintain health, safety, daily living, functional ability, autonomy, participation, employment, community life, and other valued aspects of everyday life. Their specific functions and expected results differ, but quality cannot be judged by activity completion alone.

Context-specific requirements, functions, realization pathways, conditions, Quality Outcome Criteria, Evidence, Failure Modes, Critical Service Conditions, and jurisdiction- or program-specific sources are applied directly under the Core where sufficient, or clarified through AMSI Context Guides where additional service-context specificity is needed, together with the applicable Reference Layer.

This Standard is voluntary, non-regulatory, disability- and diagnosis-neutral. It does not establish service eligibility, funding rules, staffing ratios, professional scope of practice, clinical authority, occupational licensing, mandatory service procedures, or certification requirements.

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1. Scope and Purpose

1.1 Scope

This Core Standard applies to defined support services within the AMSI application domain. A Support Service Quality Object may concern personal care, health-related support, daily-life functioning, community or residential support, educational support, employment support, or another sufficiently defined support-service context.

The Standard may be applied to one Support Service Interaction, episode, visit, shift, Service Period, recurring Support Service Arrangement, coordinated support arrangement, or another bounded Support Service Quality Object for which a responsible Quality Determination is intended.

1.2 Purpose

The purpose of this Core Standard is to establish common requirements for support services and a consistent basis for determining the quality of a declared Support Service Quality Object across different support-service contexts. It asks what the defined support service is required to realize and whether Evidence supports a determination that it does so under the declared conditions.

- establish the invariant AMSI Support Service Core Quality Factors and Core Quality Indicators;
- preserve a common Function Realization architecture across support-service applications;
- establish or provide a basis for applicable Quality Outcome Criteria and Evidence, including direct Core criteria where additional context clarification is not needed;
- make Failure Modes, Critical Service Conditions, uncertainty, boundaries, interfaces, and role limits visible;
- support Evidence-Supported Findings, Quality Factor Determination, Support Service Quality State determination, and bounded Quality Claims.

1.3 What Is the Support Expected to Do?

The first functional question is: What is the defined support service required or intended to help the Person Receiving Support do, maintain, achieve, experience, or participate in? The answer is expressed through the applicable Support Intended Function(s) and Support Intended Result(s).

The specific Intended Functions and Intended Results differ by context. A PCA service may concern daily-life functioning, bodily integrity, and personal assistance; a Job Coaching service may concern employment maintenance, job performance, independence, and workplace participation. These differences do not establish separate Core quality architectures.

1.4 Intended Users

This Standard may be used by Persons Receiving Support and authorized representatives, Support Workers and caregivers, provider organizations, supervisors, program administrators, payers and commissioning parties, employers or other context-relevant organizations, evaluators, researchers, standards developers, regulators, advocates, and other parties examining support-service quality.

1.5 What This Standard Does Not Do

This Standard is not a care plan, clinical protocol, job-performance standard, staffing model, training curriculum, funding rule, reimbursement schedule, licensing standard, accreditation requirement, or certification scheme. It does not authorize any Support Worker to act outside the applicable Support Role and Functional Scope.

2. Governing Documents and Reference Sources

2.1 Governing Concepts

WQI_VOC1 Revision 2.6 governs Whole Quality Root Concepts and other WQI-controlled concepts. AMSI VOC1 Revision 2.6 provides the authoritative AMSI Applied Vocabulary for support services. WQI_EQC1 governs Evidence Quality when Evidence Quality is determined as a separate Quality Object, and WQI_QCC1 governs Claim Quality when a Quality Claim is determined as a separate Quality Object. This Core applies those concepts and does not redefine them.

2.2 AMSI Applied Vocabulary

AMSI VOC1 establishes the support-service forms used in this Standard, including Support Service Quality Object, Support Intended Function, Support Intended Result, Support Work, Support Result, Support Service, Support Service Realization, Support Service Realization Pathway, Support Service Boundary, Support Service Interface, Service Context, Core Quality Factor, Core Quality Indicator, Context-Specific Quality Outcome Criterion, Critical Service Condition, Support Service Non-Substitutability, Support Service Quality State, and Support Service Quality Claim Statement.

2.3 Occupational Reference

AMSI ORF1 provides the SOC-anchored occupational reference used to distinguish Occupation, Support Role, Functional Scope, blended practice, and related responsibilities. Occupational titles do not by themselves determine the complete Quality Object or its applicable criteria.

2.4 Context Guides

AMSI Context Guides clarify and apply this Core where a defined support-service context requires additional specificity. PCA and Vocational Rehabilitation Job Coaching are treated as context applications of this common Core. More specific Context Guides or informative annexes may address bathing, mobility, toileting, cleaning services, defined job families, worksites, or other bounded contexts. A Context Guide is not required merely because a service has a recognizable name; where SSC1 itself, the declared Quality Object, applicable Quality Outcome Criteria, and the Reference Layer are sufficient for responsible application, the Core may be applied directly.

2.5 Determination, Evidence Quality, and Claims

WQI_VOC1 governs the Root Concepts used in Quality Determination. WQI_EQC1 governs the Core requirements for determining Evidence Quality where Evidence Quality itself is determined as a Quality Object. WQI_QCC1 governs the Core requirements for determining the Quality of a Quality Claim where the Claim itself is treated as a Quality Object. SSC1 determines the Quality State of the declared Support Service Quality Object; it does not by itself constitute certification,

nor does it replace a separate determination of Evidence Quality or Claim Quality where such a determination is required.

2.6 Applicable Basis and Reference Layer

Laws, regulations, program rules, service authorizations, contracts, professional standards, employer requirements, clinical direction, equipment instructions, scientific knowledge, organizational requirements, and other justified sources may form part of the Applicable Basis, Reference Layer, or both according to their methodological role. The applicable Reference Layer shall be identified and kept traceable for the declared Quality Object, jurisdiction, program, Service Period, setting, and conditions. Compliance with an external requirement does not by itself establish the Support Service Quality State.

3. Support Service Quality Object and Function Realization

3.1 General

Every application begins with a defined Support Service Quality Object. The object is the support service being examined as a bounded whole; it is not automatically the worker, provider organization, service plan, task, record, person receiving support, employer, or one observed result considered separately.

3.2 Work-Result-Service Relationship

AMSI uses the relationship $\text{Support Work} + \text{Support Result} = \text{Support Service}$. Support Work identifies what is actually performed. Support Result identifies the actual condition or effect occurring in material relation to that work. The relationship is conceptual, not arithmetic, and does not presume that every result was caused solely by the Support Work.

3.3 Support-Service Function Realization and Common Core Basis

Support Service Quality Objects may have different Support Intended Functions and Support Intended Results. Their realization pathways, occupations, roles, activities, populations, settings, technologies, boundaries, interfaces, service conditions, and Failure Modes may differ, while the principal quality dimensions through which Function Realization is examined remain common.

The Core Quality Factors and Core Quality Indicators in Section 4 represent those common dimensions. Context Guides may clarify their application for defined support-service contexts, but they do not reinterpret, replace, or establish an alternative Core.

3.4 Describing the Quality Object

The Support Service Quality Object Description should identify, as applicable, the Person Receiving Support; Support Worker(s); Support Intended Functions and Intended Results; Support Work; expected and actual Support Results; Service Period; Support Service Arrangement; relevant settings; roles and responsibilities; Boundaries and Interfaces; Service Context; Applicable Basis; Reference Layer; Methodological Resolution; Evidence needs; and intended Quality Claim scope.

Figure 1 illustrates the architecture of the declared Support Service Quality Object as a bounded whole, including its principal internal elements, Support Intended Functions and Support Intended Results, Service Context, Service Period, Boundaries, Interfaces, and relevant external influences. The figure is informative and does not add, remove, or redefine SSC1

requirements. The applicable composition of a Quality Object shall be established from the declared object, Service Context, Service Period, Applicable Basis, Reference Layer, and other conditions relevant to the determination.

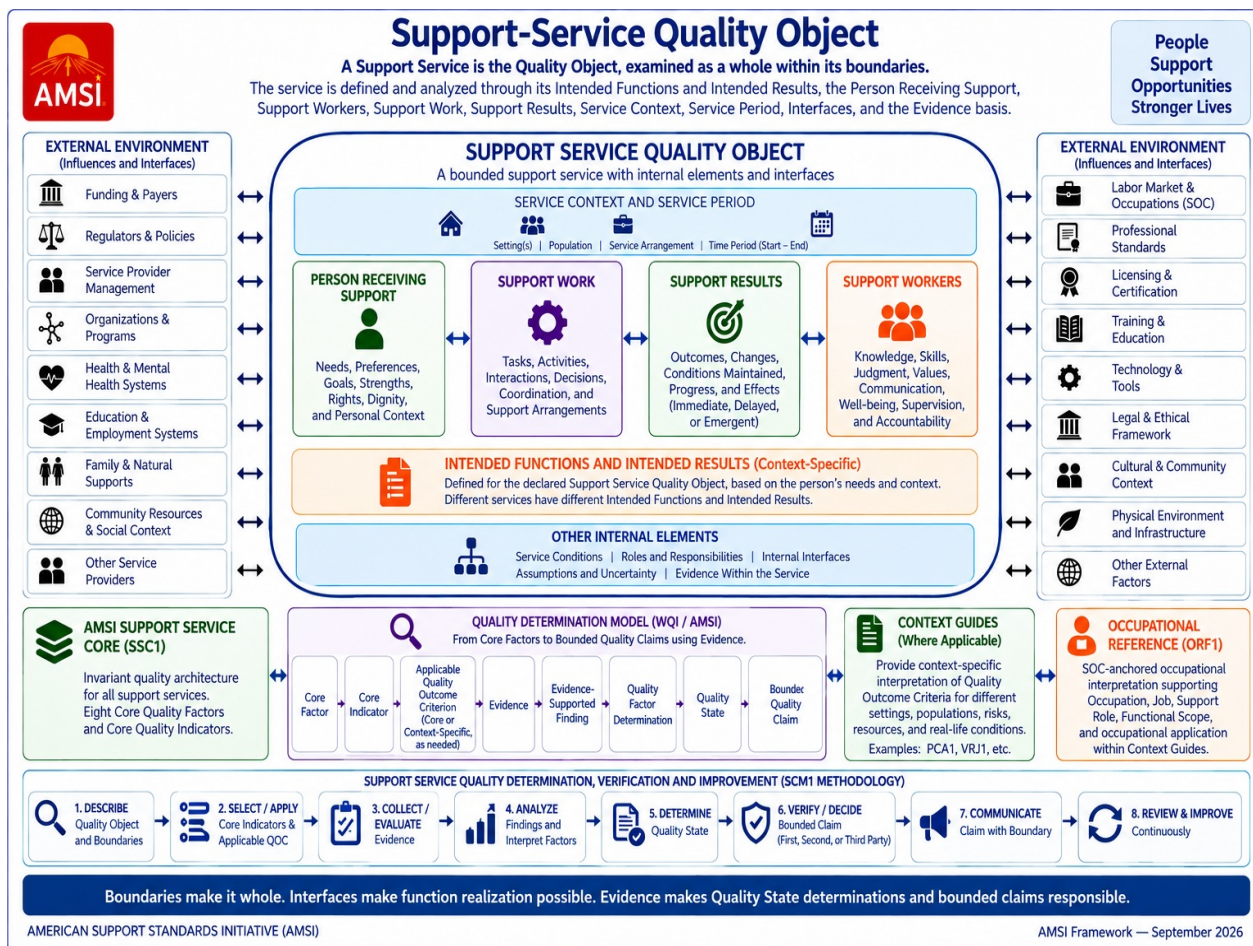


Figure 1 — Support Service Quality Object Architecture (Informative)

Figure 2 distinguishes the architecture of the Support Service Quality Object from the process used to determine its Quality State. It shows the determination sequence from the declared Quality Object through Core application, Evidence, Evidence-Supported Findings, Quality Determination, and Quality State, with a bounded Quality Claim where one is made. Evidence Quality and Claim Quality remain separate determinations where they are examined as separate Quality Objects.

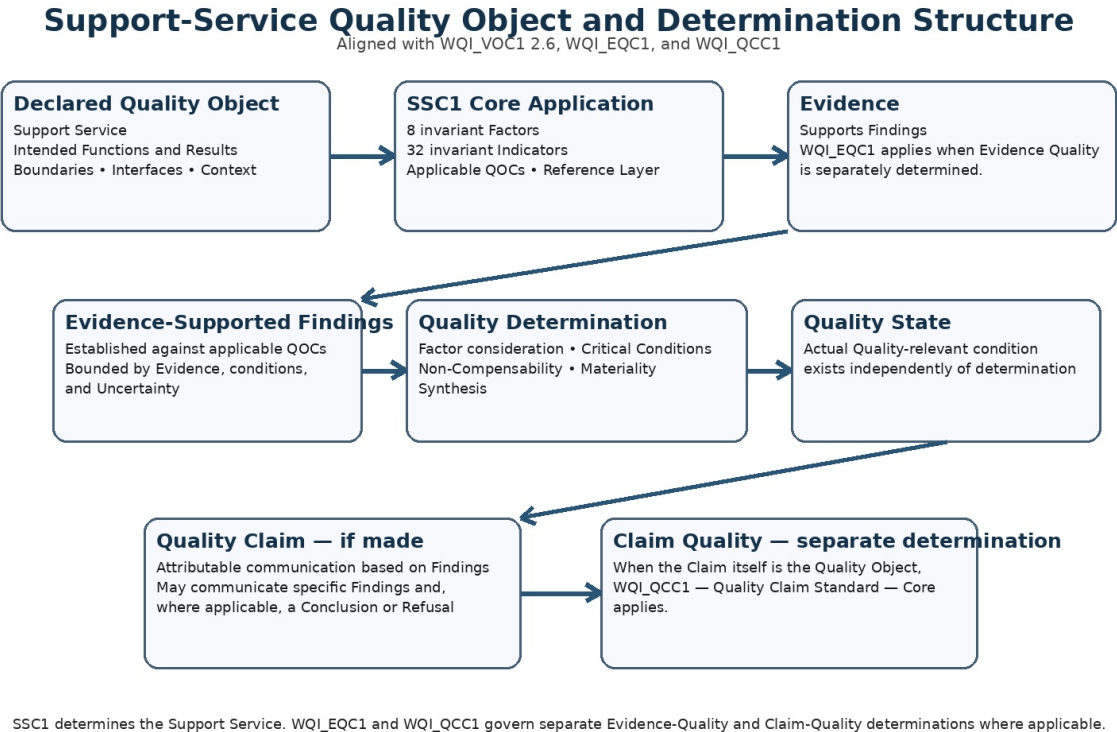


Figure 2 — Support Service Quality Determination Structure (Informative)

3.5 Structural Checkpoints

Structural Checkpoints are completeness checks used before detailed quality determination. They confirm that the object and its description are sufficiently clear for the intended Quality Determination. A Structural Checkpoint is not a Quality Factor, Indicator, Criterion, or Quality State conclusion.

3.6 Boundaries and Interfaces

Support services operate through human, organizational, informational, environmental, technological, and inter-service connections. Boundaries identify what is included in the Quality Object; Interfaces identify relevant connections or interactions within or across those boundaries. Failure at an Interface may affect the whole service even where an individual activity appears satisfactory.

3.7 Service Period, Arrangement, and Context

A Quality State is bounded to a declared Service Period and Service Context. Provider arrangements, consumer-directed models, family-supported arrangements, workplaces, homes, community settings, technologies, and other contextual conditions may require clarification of how the Core applies, but they do not change the invariant Core Factors and Indicators.

3.8 Failure-Mode Families

Failure-Mode Families are used as completeness and testing aids. They may include foreseeable harm not identified or controlled; Support Work misaligned with applicable Support Intended Functions or ineffective in contributing to applicable Support Intended Results; support mismatched to actual ability or need, including over-support, under-support, or unnecessary substitution; dignity, privacy, rights, autonomy, or applicable Person Role compromised; material change not recognized, understood, responded to, or followed through; support that is incompatible with material service conditions or fails across relevant Interfaces; support-relevant information that is inaccurate, unavailable, discontinuous, distorted, misused, or inappropriately disclosed; and Support Work or judgment outside the applicable Support Role or Functional Scope. Failure-Mode Families do not generate or replace the Core architecture.

3.9 Critical Conditions, Non-Substitutability, and Uncertainty

A Critical Service Condition is a support-service-specific Critical Condition whose failure, absence, violation, or unresolved status prevents a responsible Positive Conclusion about the Support Service Quality State or otherwise materially constrains the permissible Conclusion or subsequent Quality Claim. Support Service Non-Substitutability prevents favorable findings in unrelated areas from compensating for a failed or unresolved Critical Service Condition. Uncertainty and Unresolved Conditions remain explicit.

3.10 Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria

Once the Support Service Quality Object and what it is required to realize are understood, its quality is examined through three related levels:

- Quality Factor — a major quality subject that shall remain visible in the determination.
- Quality Indicator — the common requirement examined within that subject.
- Quality Outcome Criterion — the required condition or result against which realization of the Indicator is judged.

The eight Core Quality Factors and thirty-two Core Quality Indicators are invariant across AMSI support-service applications. Quality Outcome Criteria may be established directly by SSC1 where the required condition can remain invariant and sufficiently clear. Where a service context requires additional specificity, a Context Guide may establish Context-Specific Quality Outcome Criteria. Where values, methods, authorizations, limits, acceptance conditions, or other requirements depend on the particular jurisdiction, program, profession, contract, setting, or service arrangement, the applicable Reference Layer completes or bounds the Criterion.

Evidence supports a finding against an applicable Quality Outcome Criterion. Evidence does not replace the Criterion, and use of a Context Guide does not replace the Core requirement.

3.11 Relationship to Context Guides and Direct Core Application

A Context Guide is used when a defined support-service context requires clarification of how the invariant Core applies, or when context-specific Quality Outcome Criteria, realization pathways, Failure Modes, Critical Service Conditions, Evidence considerations, Boundaries, or Interfaces need to be stated consistently for repeated use.

A Context Guide is not required where SSC1 itself, the declared Support Service Quality Object, applicable Quality Outcome Criteria, and the Reference Layer already provide a sufficient basis for responsible application and determination. In such cases, the Core may be applied directly.

Context Guides shall clarify and apply the Core; they shall not reinterpret, rename, omit, replace, or redefine invariant Core Factors or Core Indicators. They shall distinguish normative context-specific criteria from illustrative material and shall keep applicable Reference Layer sources traceable.

4. Common Support Service Requirements and Invariant Core Quality Factors

4.0 Core Structure and Application Rules

This section is normative. It establishes common support-service requirements through eight invariant Core Quality Factors and thirty-two invariant Core Quality Indicators. The Factors describe the major quality dimensions that shall remain visible in every AMSI support-service application. The Indicators state the common requirements used to examine realization of those dimensions.

The eight Core Quality Factors are connected.

Factors 1–2 examine protection from foreseeable harm and whether Support Work effectively contributes to required Function Realization.

Factors 3–4 examine participation and the appropriate balance of support, together with personhood, dignity, role, choice, and autonomy.

Factors 5–6 examine recognition and response to material change and the integration of support with service conditions, Boundaries, and Interfaces.

Factors 7–8 examine continuity and protection of support-relevant information and whether practice and judgment remain within the applicable Support Role and Functional Scope.

These groupings are explanatory only. They do not create separate scoring categories, establish hierarchy among Factors, or permit one Factor to substitute for another. Each Factor is determined through its Core Quality Indicators, applicable Quality Outcome Criteria, Reference Layer, Evidence, Uncertainty, and relevant Critical Service Conditions.

The Core does not prescribe one service model, staffing pattern, clinical method, occupational procedure, technology, funding arrangement, or jurisdiction-specific rule. Context-dependent

requirements, technical or service values, authorizations, limits, acceptance conditions, and professional or program rules shall be established directly by SSC1 where invariant, clarified by an applicable Context Guide where additional service-context specificity is needed, or obtained from the applicable Reference Layer.

For every declared Support Service Quality Object, application shall preserve traceability through the following relationship:

Core Requirement → Core Quality Indicator → applicable Quality Outcome Criterion (Core, Context Guide, or other justified application-specific basis, as applicable) → Applicable Reference Layer → Evidence → Evidence-Supported Finding → Quality Factor Determination → Support Service Quality State. A subsequent Support Service Quality Claim, where made, is an attributable communication based on applicable Findings and shall remain methodologically distinct from the Support Service Quality State itself.

Evidence remains subject to the applicable Evidence Quality requirements. Where Evidence Quality is determined as a separate Quality Object, WQI_EQC1 applies. A favorable finding under one Factor shall not compensate for a failed Critical Service Condition or otherwise erase a material adverse condition under another Factor.

4.0.1 Requirement Status

“Shall” identifies a requirement of SSC1. “Should” identifies a recommended practice or application expectation. “May” identifies a permitted option. Context Guides may clarify application, state context-specific requirements, and establish context-specific Quality Outcome Criteria where needed, but they shall not rename, omit, replace, reinterpret, or redefine the invariant Core Factors or Core Indicators.

4.0.2 Reference Layer Rule

The applicable Reference Layer shall be identified for the declared Support Service Quality Object and kept traceable to the jurisdiction, program, authorization, contract, service setting, occupational or professional boundary, service period, and other conditions relevant to the determination. It may include laws, regulations, program rules, service authorizations, care or support plans, contracts, professional standards, employer requirements, clinical direction, equipment instructions, scientific knowledge, organizational requirements, and other justified sources.

Reference Layer sources provide applicable requirements, values, methods, limits, responsibilities, and acceptance conditions where SSC1 or an applicable Context Guide does not establish them. Compliance with a Reference Layer source is quality-relevant Evidence but does not by itself establish a favorable Support Service Quality State.

Factor 1 — Protection from Foreseeable Harm

Purpose of the Factor

To ensure that foreseeable harm conditions relevant to the declared support service are identified, addressed within role and boundary limits, and not allowed to undermine realization of the applicable Support Intended Functions and Support Intended Results.

Core role: Preserves protection from foreseeable physical, psychological, dignity-related, environmental, occupational, interaction, and other service-related harm as a non-substitutable condition of support-service quality.

Definitions and Governing Terms

Governing WQI and AMSI terms. Foreseeable Harm; Critical Service Condition; Support Service Boundary; Support Role; Functional Scope; Uncertainty. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 1, the application shall identify the Reference Layer sources that materially govern or inform protection from foreseeable harm for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 1.1 — Identification of Foreseeable Harm Conditions

Indicator Statement

Foreseeable harm conditions relevant to the declared Support Service Quality Object shall be identified sufficiently for role-appropriate examination and action.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons,

organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 1.2 — Role-Appropriate Control or Mitigation of Identified Harm Conditions

Indicator Statement

Support Work shall use role-appropriate measures to control, reduce, mitigate, communicate, or escalate identified foreseeable harm conditions within the applicable Support Role, Functional Scope, Boundaries, and Interfaces.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 1.3 — Prevention of Avoidable Harm Within the Support Service Boundary

Indicator Statement

Support Work and Support Results shall avoid preventable injury, distress, indignity, loss, disruption, or other foreseeable harm attributable within the declared Support Service Boundary.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 1.4 — Maintenance of Protective Conditions During Support

Indicator Statement

Protective conditions and role-appropriate controls necessary to limit foreseeable harm shall be maintained throughout the relevant Support Work, Service Period, and material changes in conditions.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 2 — Support Effectiveness in Function Realization

Purpose of the Factor

To ensure that Support Work is aligned with what the service is required to realize and contributes effectively to the applicable Support Intended Results rather than treating activity completion as sufficient.

Core role: Connects performed support work to required function realization and actual support results.

Definitions and Governing Terms

Governing WQI and AMSI terms. Support Intended Function; Support Intended Result; Support Work; Support Result; Function Realization; Support Service Realization Pathway; Support Need. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 2, the application shall identify the Reference Layer sources that materially govern or inform support effectiveness in function realization for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 2.1 — Alignment of Support Work with Applicable Intended Function(s)

Indicator Statement

Support Work shall be aligned with the applicable Support Intended Function(s), actual Support Needs, Service Context, Applicable Basis, and relevant requirements of the declared Support Service Quality Object.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 2.2 — Effective Contribution to Applicable Intended Result(s)

Indicator Statement

Evidence shall support that Support Work contributes effectively and materially to the applicable Support Intended Result(s), without assuming exclusive causation or treating a favorable result alone as proof of satisfactory Support Work.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons,

organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 2.3 — Maintenance of Support Effectiveness Over the Service Period

Indicator Statement

Support effectiveness shall remain sufficiently stable and appropriate across the declared Service Period and relevant personal, environmental, organizational, occupational, or other material conditions.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 2.4 — Adaptation of Support Work When Conditions Affect Function Realization

Indicator Statement

Support Work shall be appropriately adapted when material changes in needs, abilities, requirements, conditions, realization pathways, or service circumstances affect Function Realization.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 3 — Functional Participation and Appropriate Support Balance

Purpose of the Factor

To ensure that support is matched to actual functional need while preserving participation, capability, and appropriate independence rather than unnecessarily substituting for the person.

Core role: Maintains an appropriate relationship between the person's abilities and participation and the level, form, timing, and intensity of support.

Definitions and Governing Terms

Governing WQI and AMSI terms. Participation; Functional Support Result; Participation Support Result; Autonomy; Support Need; Support Service Non-Substitutability. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can

remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 3, the application shall identify the Reference Layer sources that materially govern or inform functional participation and appropriate support balance for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 3.1 — Identification of Functions, Activities, or Participation Requiring Support

Indicator Statement

The functions, activities, participation, interactions, or circumstances for which support is required shall be sufficiently identified and understood.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 3.2 — Support Level and Form Matched to Ability, Need, and Context

Indicator Statement

The amount, timing, intensity, visibility, form, and method of support shall be appropriately matched to actual ability, Support Needs, applicable Intended Functions, and Service Context.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 3.3 — Adjustment of Support Level and Method Over Time

Indicator Statement

Support shall be increased, reduced, faded, modified, or otherwise adapted when abilities, needs, conditions, or demands materially change.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 3.4 — Avoidance of Unnecessary Substitution, Over-Support, or Under-Support

Indicator Statement

Support shall avoid unnecessary substitution for functions the Person Receiving Support can appropriately perform and shall avoid both over-support and under-support relative to actual need and context.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 4 — Respect for Personhood, Role, Dignity, and Autonomy

Purpose of the Factor

To ensure that Function Realization does not occur by compromising the person's dignity, privacy, integrity, rights, choices, autonomy, or applicable social and functional roles.

Core role: Preserves the person as a participant and rights-bearing individual within the support relationship, not merely as the recipient of completed tasks.

Definitions and Governing Terms

Governing WQI and AMSI terms. Person Receiving Support; Person-Centered Support; Autonomy; Supported Decision-Making; Participation; Support Service Boundary. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 4, the application shall identify the Reference Layer sources that materially govern or inform respect for personhood, role, dignity, and autonomy for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 4.1 — Respect for Dignity, Privacy, and Personal Integrity

Indicator Statement

Support Work shall preserve dignity, privacy, bodily and personal integrity, and respectful treatment within the declared context.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons,

organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 4.2 — Respect for Choice, Consent, Preferences, Rights, and Autonomy

Indicator Statement

Support Work shall respect applicable choice, consent, preferences, rights, autonomy, and supported decision-making requirements within the person's circumstances and lawful boundaries.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 4.3 — Respect for Applicable Personal, Social, Community, Household, Student, Worker, or Other Role

Indicator Statement

Support shall recognize and preserve the applicable role of the Person Receiving Support in the setting being examined and shall not unnecessarily displace that role.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 4.4 — Absence of Coercive, Demeaning, Infantilizing, Stigmatizing, or Unnecessarily Intrusive Practice

Indicator Statement

Support Work shall not use coercive, demeaning, infantilizing, stigmatizing, or unnecessarily intrusive practice except where a lawful and properly bounded requirement justifies a specific action and the action remains proportionate to that requirement.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons,

organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 5 — Recognition and Response to Material Change

Purpose of the Factor

To ensure that material changes affecting support are recognized, interpreted within role limits, responded to in a timely manner, and communicated or followed through where required.

Core role: Prevents support from remaining static when changes in the person, environment, service requirements, risks, or interfaces materially affect Function Realization.

Definitions and Governing Terms

Governing WQI and AMSI terms. Material Change; Support Service Interaction; Service Period; Support Service Interface; Uncertainty; Unresolved Condition. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 5, the application shall identify the Reference Layer sources that materially govern or inform recognition and response to material change for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 5.1 — Identification of Material Change Relevant to Support

Indicator Statement

Material changes in needs, abilities, behavior, condition, environment, requirements, risks, resources, or Interfaces relevant to support shall be identified.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 5.2 — Role-Appropriate Judgment Regarding the Significance of Material Change

Indicator Statement

The significance of an identified material change shall be considered using judgment appropriate to the Support Role, Functional Scope, available information, and Service Context.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 5.3 — Timely Role-Appropriate Response to Material Change

Indicator Statement

Material change shall receive a timely role-appropriate response, including adjustment, protective action, assistance seeking, escalation, referral, or transfer of responsibility where applicable.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 5.4 — Appropriate Communication and Follow-Through After Material Change

Indicator Statement

Material change and the resulting response shall be communicated and followed through to the extent required for continuity, safety, Function Realization, and responsibility across relevant Interfaces.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 6 — Support Integration with Service Conditions and Interfaces

Purpose of the Factor

To ensure that Support Work functions coherently within the actual service setting and across the human, organizational, environmental, technological, occupational, and inter-service Interfaces on which realization depends.

Core role: Examines whether otherwise appropriate support remains compatible with the conditions and interfaces of the real service context.

Definitions and Governing Terms

Governing WQI and AMSI terms. Support Service Boundary; Support Service Interface; Person–Support Worker Interface; Organizational and Inter-Service Interface; Service Context; Role and Responsibility Arrangement. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 6, the application shall identify the Reference Layer sources that materially govern or inform support integration with service conditions and interfaces for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 6.1 — Compatibility of Support Work with Material Service Conditions

Indicator Statement

Support Work shall be compatible with material environmental, organizational, occupational, technological, scheduling, household, community, workplace, or other service conditions relevant to the declared object.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 6.2 — Effective Functioning Across Relevant Service Interfaces

Indicator Statement

Relevant Support Service Interfaces shall be sufficiently identified and Support Work shall function coherently across them without unaddressed gaps, conflicts, or responsibility ambiguity.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 6.3 — Support of Required Context Participation and Interaction

Indicator Statement

Support shall enable or preserve the participation and interaction required by the applicable Support Intended Functions and Support Intended Results within the declared Service Context.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 6.4 — Avoidance of Support-Created Context or Interface Disruption

Indicator Statement

Support Work shall avoid creating unnecessary disruption, dependency, conflict, confusion, or other adverse effects at relevant service or participation Interfaces.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 7 — Continuity, Accuracy, and Protection of Support-Relevant Information

Purpose of the Factor

To ensure that information needed to guide support remains sufficiently accurate, current, relevant, available, continuous, and appropriately protected across workers, service periods, arrangements, and material changes.

Core role: Preserves information continuity as part of Function Realization while preventing records or documentation from being treated as substitutes for actual service quality.

Definitions and Governing Terms

Governing WQI and AMSI terms. Data; Evidence; Support Service Evidence Continuity; Traceability; Service Period; Support Service Interface; Evidence Applicability. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 7, the application shall identify the Reference Layer sources that materially govern or inform continuity, accuracy, and protection of support-relevant information for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 7.1 — Accuracy, Currency, and Relevance of Information Used to Guide Support

Indicator Statement

Information used to guide Support Work shall be sufficiently accurate, current, relevant, and applicable to the declared Support Service Quality Object.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons,

organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 7.2 — Appropriate Transfer of Support-Relevant Information Across Workers, Periods, Arrangements, and Interfaces

Indicator Statement

Support-relevant information shall be transferred across workers, Service Periods, arrangements, and Interfaces to the extent necessary for safe, coherent, and effective Function Realization.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 7.3 — Continuity of Support Logic and Direction Across Material Changes

Indicator Statement

The rationale, direction, and material requirements guiding support shall remain sufficiently continuous and traceable when workers, arrangements, settings, needs, requirements, or other material conditions change.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

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

Indicator Statement

Support-relevant information shall be protected, within applicable requirements and role boundaries, from material loss, distortion, misuse, unauthorized access, or inappropriate disclosure.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Factor 8 — Practice and Judgment Within Functional Scope

Purpose of the Factor

To ensure that Support Work remains within the authorized Support Role and Functional Scope and that conditions exceeding authority, competence, information, or safe independent action are appropriately escalated or transferred.

Core role: Preserves role integrity and prevents support-service quality from depending on unauthorized, reserved, or insufficiently supported practice.

Definitions and Governing Terms

Governing WQI and AMSI terms. Support Role; Functional Scope; Competence; Occupation; Blended Occupational Practice; Role and Responsibility Arrangement; Support Service Interface. These terms apply with their authoritative WQI_VOC1 and AMSI VOC1 meanings and are not redefined by SSC1.

Context-specific boundary. Service-specific methods, task sequences, clinical or occupational instructions, technical values, staffing arrangements, authorization limits, program conditions, acceptance thresholds, and jurisdiction-specific duties are established by SSC1 where they can remain invariant, clarified in an applicable Context Guide where additional service-context specificity is needed, or supplied by the applicable Reference Layer where object-, program-, professional-, contractual-, or jurisdiction-specific; they are not universal Core definitions unless expressly stated as such by SSC1.

Factor Reference Layer Requirement

For Factor 8, the application shall identify the Reference Layer sources that materially govern or inform practice and judgment within functional scope for the declared Support Service Quality Object. The applicable sources shall remain identifiable, current for the declared Service Period, and traceable to the relevant Core Indicator, applicable Quality Outcome Criterion, Evidence, and determination. A Context Guide may identify source types without reproducing every jurisdiction's or program's requirements.

Core Quality Indicators

Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope

Indicator Statement

Support Work shall remain within the applicable authorized Support Role, Functional Scope, responsibilities, and declared service boundaries.

Intent

To make the required quality condition explicit and prevent a favorable service judgment from resting on an unstated or incomplete assumption.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 8.2 — Appropriate Judgment Within Functional Scope

Indicator Statement

Decisions about support, adjustment, communication, privacy, risk, and escalation shall use judgment appropriate to the role, available information, and actual conditions.

Intent

To require examination of actual support practice and its relationship to the declared quality condition rather than relying on labels, authorization, or activity completion.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 8.3 — Avoidance of Unauthorized or Reserved Practice

Indicator Statement

The Support Worker shall not assume decisions, duties, or responsibilities reserved to another authorized role, party, profession, employer function, clinical authority, legal authority, safety authority, regulatory authority, or other responsible entity.

Intent

To keep the Indicator bounded to the declared Support Service Quality Object, applicable Support Role, Functional Scope, Boundaries, Interfaces, Service Context, and Service Period.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

Indicator 8.4 — Appropriate Assistance Seeking, Escalation, Referral, or Transfer of Responsibility

Indicator Statement

The Support Worker shall seek appropriate assistance, escalation, referral, or transfer of responsibility when conditions exceed role authority, competence, available information, or safe independent action.

Intent

To ensure that Evidence is sufficient and applicable to the actual condition being claimed and that uncertainty or unresolved conditions remain visible.

Scope and Boundaries

Application shall remain within the declared Support Service Quality Object and shall distinguish conditions attributable to Support Work from conditions controlled by other persons, organizations, professions, systems, or environments. Material dependencies and Interfaces shall be made visible rather than silently assigned to the support worker or provider.

Service-Period and Context Coverage

The requirement applies for the declared Service Period and Service Context and shall be reconsidered when material needs, abilities, participants, roles, authorizations, settings, requirements, Boundaries, Interfaces, or other conditions change.

Evidence Principle

Evidence may include direct observation, service records, person-reported information, worker-reported information, authorized representative information, plans and authorizations, incident or escalation records, employer or supervisor information where applicable, equipment or technology information, environmental observations, and other justified sources. Evidence shall be evaluated for Sufficiency, Trustworthiness, and Applicability and shall remain traceable to the applicable Quality Outcome Criteria and Reference Layer.

5. Support Service Quality Object, Boundaries, Quality Outcome Criteria, and Context Guide Use

5.1 Object Declaration and Structural Checkpoints

Every application shall identify the declared Support Service Quality Object before a Quality State is determined. The description shall identify, as applicable, the Person Receiving Support, Support Worker(s), Support Intended Functions and Support Intended Results, Support Work, expected and actual Support Results, Service Period, Support Service Arrangement, Service Context, relevant roles and responsibilities, Boundaries, Interfaces, Applicable Basis, Reference Layer, Methodological Resolution, Evidence needs, and intended Quality Claim scope. Structural Checkpoints shall be used as completeness checks and shall not be treated as Quality Factors or findings.

5.2 Purpose and Use of Context Guides

AMSI Context Guides are controlled application documents used where a defined support-service context requires additional clarification or specificity beyond the Core. They apply the common SSC1 requirements and invariant Core Quality Indicators without reinterpreting them. A Guide may clarify the relevant Support Intended Functions and Support Intended Results, realization pathways, Boundaries, Interfaces, Failure Modes, Critical Service Conditions, Quality Outcome Criteria, Reference Layer needs, and Evidence considerations. It shall not establish an alternative Core.

5.3 Quality Outcome Criteria: Core, Context-Specific, and Reference-Layer Completion

Each applicable Core Quality Indicator shall be judged against one or more applicable Quality Outcome Criteria. Where a required condition or result can be stated at the invariant Core level without context-dependent technical, clinical, occupational, programmatic, or jurisdiction-specific content, SSC1 may establish that Quality Outcome Criterion directly. Where additional service-context specificity is necessary, an AMSI Context Guide may establish a Context-Specific Quality Outcome Criterion. Where values, methods, limits, authorizations, acceptance conditions, or other requirements depend on the particular object, program, profession, contract, or jurisdiction, the Criterion shall be completed or bounded by the applicable Reference Layer. A Context Guide is therefore a clarification and application mechanism, not a mandatory interpretive layer between every Core Indicator and every Quality Outcome Criterion. All applicable criteria shall remain traceable to the Core Indicator and shall distinguish normative criteria from illustrative examples.

5.4 Reference Layer Identification and Traceability

For every application, the applicable Reference Layer shall be identified and kept traceable to the declared Support Service Quality Object, applicable Core Indicators, Quality Outcome Criteria, jurisdiction, program, authorization, contract, Service Period, setting, and other material conditions. Where a Context Guide is used, it shall identify the kinds of Reference Layer sources needed for its application and where jurisdiction-, program-, service-, employer-, clinical-, professional-, contractual-, or technology-specific requirements must be obtained. The Reference Layer may use Factor-specific sections or one consolidated structure, provided applicability remains identifiable, current, and traceable.

5.5 Direct Core Application and Application Where No Context Guide Exists

SSC1 may be applied directly where the declared Support Service Quality Object, applicable requirements, Support Intended Functions and Support Intended Results, Boundaries, Interfaces, Service Context, Applicable Basis, Reference Layer, applicable Quality Outcome Criteria, Evidence needs, Critical Service Conditions, and limitations are sufficiently established for a responsible determination. This applies both where no published Context Guide exists and where a Context Guide is unnecessary because the Core and applicable sources already provide sufficient clarity. If additional context clarification is needed, an applicable Context Guide shall be used or developed. Direct application shall not create an alternative Core architecture or silently invent context- or jurisdiction-specific requirements.

6. Application of the Core Standard and Support Service Quality State Determination

6.1 How to Read and Apply the Core Quality Indicators

Each Core Indicator states a common requirement. Application shall use the declared Quality Object, applicable Quality Outcome Criteria, and Reference Layer to determine whether that requirement is realized. A Context Guide is used where additional context clarification is needed; it is not a mandatory interpretive step where the Core and applicable criteria are already sufficient. A positive determination shall not be inferred from authorization, documentation, service duration, absence of complaint, or one favorable result alone.

6.2 Evidence Principle

Quality Determination shall be Evidence-supported. Data or records become Evidence only when they are relevant and used to support or challenge a stated finding. Evidence shall remain bounded to what it can responsibly establish.

6.3 Evidence Quality

Evidence Quality shall remain methodologically distinct from the Support Service Quality State. Evidence used in an SSC1 determination shall be adequate for the Finding it is intended to support and shall be evaluated in accordance with the applicable Evidence Quality requirements. Where Evidence Quality itself is determined as a Quality Object, WQI_EQC1 — Evidence Quality Standard — Core applies. A favorable Evidence Quality determination does not by itself establish a favorable Support Service Quality State, and the reverse is also true.

6.4 Evidence-Supported Findings

Evidence shall be evaluated against the applicable Core Indicator requirement and applicable Quality Outcome Criterion to produce an Evidence-Supported Finding. Contrary Evidence, limitations, uncertainty, and unresolved conditions shall be retained.

6.5 Quality Factor Determination

Indicator-level Evidence-Supported Findings shall be considered together at the Core Quality Factor level to produce a Quality Factor Determination without reducing materially different conditions to an unsupported score or average. The determination shall remain traceable to the applicable requirements, Quality Outcome Criteria, Reference Layer, Evidence, Uncertainty, and relevant Critical Service Conditions on which it depends.

6.6 Critical-Condition and Non-Compensability Review

Before a favorable Support Service Quality State is determined, applicable Critical Service Conditions and Support Service Non-Substitutability shall be reviewed. A failed, prohibited, unresolved, or insufficiently evidenced Critical Service Condition shall not be offset by favorable findings elsewhere. Where a subsequent Quality Claim is made, material Critical Conditions and limitations relevant to the Claim shall remain visible and shall be treated consistently with WQI_QCC1 where Claim Quality is determined.

6.7 Support Service Quality State Determination

The Support Service Quality State is the actual Quality-relevant condition of the declared Support Service Quality Object for the applicable Service Period and Context. Quality Determination does not create that State; it determines what can be established about it. The determination shall synthesize the applicable Evidence-Supported Findings and Quality Factor Determinations in relation to the Support Intended Functions and Support Intended Results, declared Boundaries and Interfaces, applicable Quality Outcome Criteria, Reference Layer, Evidence Quality, Materiality, Uncertainty, and Critical Service Conditions, consistently with WQI_VOC1. Where an overall Conclusion is supportable, the synthesis shall establish the conclusion form supported by the applicable Material Findings. A Positive Conclusion may be expressed where the applicable Findings support realization of the relevant Support Intended Functions and Support Intended Results within the declared Service Period, Service Context, scope, and conditions. A Conditionally Positive Conclusion may be expressed where the applicable Findings support a Positive Conclusion subject to identified material condition(s) to be fulfilled in the future; Uncertainty alone does not justify a Conditionally Positive Conclusion. A Negative Conclusion requires an affirmative basis in the applicable Findings for non-realization of applicable requirements, Support Intended Functions, or Support Intended Results; insufficient Evidence, an Evidence gap, or Uncertainty alone does not establish a Negative Conclusion. Where the applicable Findings and Evidence basis do not responsibly support a Positive, Conditionally Positive, or Negative Conclusion, Refusal to Express a Conclusion may be appropriate, consistently with WQI_VOC1.

6.8 Quality Claims, Claim Quality, and Continued Validity

A Support Service Quality Claim is distinct from the Support Service Quality State and from the Quality Determination concerning that State. A Claim may communicate applicable Evidence-Supported Findings and, where appropriate to its Intended Function or required by the Applicable Basis, a Positive, Conditionally Positive, or Negative Conclusion, or a Refusal to Express a Conclusion, concerning the original Support Service Quality Object. An overall Conclusion about the original Support Service Quality Object is not required merely for a communication to qualify as a Quality Claim. The Claim shall not exceed the supportable meaning, scope, conditions, or certainty of the applicable Findings. Where the Quality of the Claim itself is determined, the Claim becomes a separate Quality Object and WQI_QCC1 — Quality Claim Standard — Core applies. Continued validity of the Claim depends on whether material conditions, requirements, Boundaries, Interfaces, Reference Layer sources, Findings, Evidence, Uncertainty, and other conditions on which the Claim depends remain applicable.

7. Applicable Basis, Reference Layer, Compliance, and Management System Relationship

7.1 Applicable Basis and Reference Layer

The Applicable Basis identifies the basis against which the Quality Object is examined. The Reference Layer provides the external and context-specific sources needed to apply that basis.

The applicable set shall be declared and kept traceable for the Support Service Quality Object, jurisdiction, program, Service Period, setting, and conditions.

7.2 Boundary and Interface Transparency

Material inclusions, exclusions, dependencies, and Interfaces shall be made visible. Conditions outside the Support Service Boundary remain relevant when they materially affect Function Realization, Evidence attribution, Critical Service Conditions, or the permissible Quality Claim.

7.3 Role and Responsibility Interfaces

Support services frequently interface with family members, provider management, healthcare professionals, employers, supervisors, schools, transportation, technology providers, payers, public agencies, and other services. Responsibility at an Interface shall be established from the applicable role, authorization, requirement, or Reference Layer source and shall not be inferred solely from proximity or involvement.

7.4 Relationship to Compliance

Compliance with applicable laws, regulations, program rules, authorizations, contracts, standards, or other Reference Layer sources may provide requirements and Evidence relevant to support-service quality. Compliance alone does not establish a favorable Support Service Quality State, and an SSC1 Quality Determination does not replace a legal, regulatory, professional, contractual, or program-compliance determination.

7.5 Management System as a Separate Quality Object

SSC1 examines the declared Support Service Quality Object. The Management System used for a defined support-service realization scope is a separate Quality Object governed by WQI_QMS1. Its Boundary follows the actual configuration of management functions used to direct and control realization and is not inferred solely from the boundary of a provider organization, employer, or other single Organization. Applicable management functions may therefore be performed within one Organization or across more than one Organization. Management-system procedures, audits, records, competence arrangements, monitoring, corrective action, and other management controls may provide important Evidence about service realization, but a favorable Management System Quality State does not by itself establish a favorable Support Service Quality State; the reverse is also true.

7.6 Coupled Application with WQI_QMS1

Where SSC1 and WQI_QMS1 are applied together, the Support Service Quality Object and the Management System shall remain distinct. Their Boundaries may differ and may intersect through the management functions that direct or control Support Service realization. Participation by functions from more than one Organization in the same Management System does not merge those Organizations into one Organization. The support-service and management-system requirements, criteria, Reference Layers, Evidence, findings, Quality States, and claims shall remain distinguishable and traceable. A future joint assessment, certification, accreditation, or other program requires separately established program rules and shall not be implied by use of either Standard alone.

8. Key Principles of Support Service Quality

8.1 Function Realization Over Activity Completion

Support-service quality concerns realization of applicable requirements, Support Intended Functions, and Support Intended Results; completion of tasks or hours alone is insufficient.

8.2 Personhood and Participation Are Quality-Relevant

Dignity, autonomy, role, participation, and appropriate support balance are integral to support-service Function Realization and are not optional additions to technical or administrative service completion.

8.3 Evidence Over Assertion

A Quality Determination shall be Evidence-supported and shall not rest solely on authorization, reputation, documentation volume, absence of complaint, or unsupported professional assertion. A Quality Claim shall remain supported by applicable Findings and shall preserve material limitations, conditions, and uncertainty necessary for its Intended Function.

8.4 Context Without Fragmentation

Context Guides provide clarification and application specificity where needed, while the Reference Layer supplies applicable external requirements and conditions. The eight Core Factors and thirty-two Core Indicators remain invariant.

8.5 Non-Compensability and Critical Conditions

A serious failure in a Critical Service Condition shall not be concealed by favorable performance elsewhere.

8.6 Boundaries, Interfaces, and Responsibility

Quality determination shall make boundaries, interfaces, role limits, and responsibility arrangements visible so that support workers are neither assigned responsibility for conditions outside their scope nor relieved of responsibilities within it.

8.7 Requirements and Jurisdictional Applicability

SSC1 establishes common support-service requirements. Jurisdiction-, program-, contract-, profession-, employer-, and service-specific requirements are applied through the Reference Layer without changing the invariant Core.

8.8 Management System Quality Is Related but Distinct

Management System Quality may support consistent Support Service realization, including where applicable management functions cross Organization Boundaries, but it is not a substitute for determining the Quality State of the actual Support Service Quality Object.

8.9 Closing Statement

SSC1 provides a common requirements-based architecture for determining support-service quality across different contexts while preserving the specificity of the person, service, setting, jurisdiction, program, and Reference Layer that govern each application.

Annex A (Informative) — Context Guide Architecture

A support-service Context Guide should ordinarily preserve the following dependency for determination of the support service: declared Support Service Quality Object → applicable Support Intended Functions and Support Intended Results → Support Service Realization Pathway → invariant SSC1 Core Factors and Indicators → applicable Quality Outcome Criteria → Evidence and applicable Evidence Quality requirements → Evidence-Supported Findings → Quality Factor Determination → Critical-Condition and Non-Compensability Review → determination of what can be established about the Support Service Quality State. A subsequent Quality Claim is a distinct communication based on applicable Findings. Where the Quality of that Claim is itself determined, WQI_QCC1 applies to the Claim as a separate Quality Object.

Annex B (Informative) — Structural Checkpoint Questions

- What exactly is the Support Service Quality Object?
- Who are the principal human participants and what are their roles?
- What Support Intended Functions and Support Intended Results apply?
- What Support Work, Support Results, Service Period, and Support Service Arrangement are included?
- What Boundaries and Interfaces materially affect Function Realization?
- What Service Context, Applicable Basis, and Reference Layer apply?
- What Methodological Resolution and Evidence are required for the intended determination?
- Are Critical Service Conditions, Uncertainty, and intended Quality Claim scope sufficiently visible?

References

WQI_VOC1 — Whole Quality Root Vocabulary Standard. Revision 2.6, October 2026.

AMSI VOC1 — AMSI Applied Vocabulary Standard. Revision 2.6, October 2026.

WQI_EQC1 — Evidence Quality Standard — Core. First Edition, September 2026.

WQI_QCC1 — Quality Claim Standard — Core. First Edition, October 2026.

WQI_QMS1 — Management System Quality Standard — Core. Current applicable edition.

AMSI ORF1 — Occupational Reference. Current applicable edition.

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Relationship to WQI and AMSI Context Guides. SSC1 applies the Whole Quality methodology to support services and establishes the invariant AMSI Support Service Core architecture. Context Guides clarify and apply SSC1 for defined support-service contexts where additional specificity is needed; they do not reinterpret, replace, supersede, or modify SSC1 or any applicable law, regulation, professional requirement, authorization, Reference Layer source, or occupational scope requirement.

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