



## The Role of Support Service Standards in Meeting Performance-Based Regulations

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### **Summary:**

Explains how support service standards turn performance-based regulations—focused on measurable outcomes—into clear, teachable practices for staff. Using aviation and human services examples, SSM1 shows how standards improve compliance, reduce complaints, and strengthen quality assessments.

### **Key Points:**

- Translate regulatory and accreditation goals into specific skills and actions
- Provide preventive measures to avoid noncompliance and complaints
- Support structured, proactive conformity assessments
- Examples: DOT disability assistance protocols; CQL-based VR job coaching rights guidelines

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