



Support Service Quality Applied Vocabulary Standard

Applied Concepts for Support Services within the Whole Quality Methodology

AMSI STANDARD VOC1

Third Draft Edition — Updated August 2026

AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

Support services help people maintain health, safety, daily living, functional ability, autonomy, stability, and participation in home, community, educational, employment, residential, and other valued settings. They include many forms of personal, health-related, community, residential, and employment support.

Because support services involve people, work, relationships, responsibilities, and real-life results, a shared vocabulary is necessary. The same words should carry the same meaning when services are described, examined, compared, or discussed across different settings.

This Standard establishes the AMSI Applied Vocabulary for support services. It adopts the Root Concepts defined in WQI_VOC1 without modification and defines only the additional concepts needed for the support-service domain.

The distinction is intentional. WQI_VOC1 defines the concepts shared across Whole Quality, while AMSI VOC1 provides the support-service terms used by ORF1, AMSI Core Standards, Context Guides, SCM1, diagrams, tools, Quality State determinations, verification, and bounded Quality Claims.

This Standard is disability- and diagnosis-neutral, voluntary, and non-regulatory. It does not establish service eligibility, funding rules, staffing ratios, professional scope of practice, clinical authority, mandatory service procedures, certification requirements, performance thresholds, or legal duties. Its purpose is to preserve clear and consistent language for understanding support-service quality.

Table of Contents

Foreword	2
Alignment and Development Note - Third Draft Edition	5
1 Introduction	5
1.1 Purpose	5
1.2 Position Within the Whole Quality Architecture	5
1.3 One Concept — One Authoritative Definition	5
1.4 Relationship to WQI_VOC1.....	5
1.5 Relationship to AMSI Core Standards.....	5
1.6 Relationship to AMSI Context Guides	6
1.7 SOC-Anchored Occupational Reference	6
1.8 Intended Use	6
2 Reference Documents	6
2.1 Governing Whole Quality References	6
2.2 AMSI Companion and Application Documents	6
2.3 External Reference Layer.....	6
3 Applied Conceptual Framework and Vocabulary Scope.....	7
3.1 Principal AMSI Conceptual Dependency	7
3.2 Work–Result–Service Relationship	7
3.3 Support Service Quality Object as Primary Reference Point	7
3.4 Structural Completeness Before Interpretation	7
3.5 Core Invariance and Context Specificity	7
3.6 Document-Layer Boundary	8
3.7 Vocabulary Scope	8

4 WQI Root Concepts Adopted by Reference	8
4.1 Governing Rule	8
4.2 Methodology, Object, Function, Boundary, and Context Concepts.....	8
4.3 Quality Architecture and Determination Concepts	8
4.4 Evidence, Uncertainty, and Reference Concepts.....	8
4.5 Lifecycle, Claims, and Document-Architecture Concepts	8
4.6 Non-Definitional Application Notes	8
5 AMSI Applied Terms and Definitions	9
5.1 Support Service Quality Object	9
5.2 Support Service Quality Object Description	9
5.3 Structural Checkpoint	9
5.4 Support Service Arrangement	10
5.5 Support Service Interaction	10
5.6 Support Service Episode / Service Period	10
5.7 Coordinated Support Arrangement	11
5.8 Occupation	11
5.9 SOC-Anchored Occupation	11
5.10 Principal Human Participants	11
5.11 Job.....	12
5.12 Occupational Function.....	12
5.13 Support Role	13
5.14 Blended Occupational Practice	13
5.15 Occupational Time-Sharing and Multiple-Role Practice	13
5.16 Functional Scope.....	13
5.17 Competence	14
5.18 Support Intended Function	14
5.19 Support Intended Result.....	14
5.20 Support Work	14
5.21 Support Result.....	14
5.22 Support Service	15
5.23 Support Service Realization	15
5.24 Support Service Realization Pathway	15
5.25 Support Service Quality.....	15
5.26 Person-Centered Support	16
5.27 Participation.....	16
5.28 Stability	16
5.29 Autonomy and Supported Decision-Making	16
5.30 Functional Support Result	17
5.31 Participation Support Result.....	17
5.32 Support Service Boundary	17
5.33 Support Service Interface.....	18

5.34 Person–Support Worker Interface	18
5.35 Organizational and Inter-Service Interface	18
5.36 Role and Responsibility Arrangement	19
5.37 Service Context	19
5.38 Core Quality Factor	19
5.39 Core Quality Indicator	19
5.40 Context-Specific Quality Outcome Criterion	20
5.41 Critical Service Condition	20
5.42 Support Service Non-Substitutability	20
5.43 Support Service Quality State	20
5.44 Support Service Quality State Determination	21
5.45 Support Service Evidence Continuity	21
5.46 Support Service Quality Claim Statement	21
5.47 Support Service Quality Claim Boundary	22
5.48 Absence of Reported Service Concern or Observed Service Failure	22
5.49 Support Service Quality Verification	22
5.50 First-Party Support Service Quality Claim	22
5.51 Second-Party Support Service Quality Claim	23
5.52 Third-Party Support Service Quality Certification	23
5.53 Support Service Quality Verification Independence	23
6 Rules for AMSI Applied Vocabulary Use and Development	23
6.1 Adoption of WQI Root Concepts	23
6.2 Introduction of AMSI Applied Concepts	23
6.3 Qualified and Unqualified Terms	24
6.4 Core Invariance	24
6.5 Context Guide Interpretation	24
6.6 SOC Anchoring	24
6.7 Caregiver Umbrella Term	24
6.8 Blended and Multiple-Role Practice	24
6.9 Stabilized Terminology	24
6.10 Cross-References and Reproduction	24
6.11 Controlled Evolution	25
7 Scope, Applicability, and Exclusions	25
7.1 Scope	25
7.2 Applicability	25
7.3 Relationship to External Requirements	25
7.4 Exclusions	25
Annex A (informative) — WQI Root-to-AMSI Applied Vocabulary Matrix	26
Annex B (informative) — Structural Checkpoints and Conceptual Dependency Map	26
B.1 Structural Checkpoint Questions	26
B.2 Conceptual Dependency Questions	27

Alignment and Development Note - Third Draft Edition

This Third Draft Edition aligns AMSI VOC1 with the updated WQI_VOC1 Root Concepts of Boundary, Interface, Boundary Transparency, and Interface Transparency. It clarifies that internal and external classification is relative to the declared Support Service Quality Object and Scale. The update preserves the established AMSI Applied Vocabulary architecture and does not change the distinct roles of ORF1, Core Standards, Context Guides, or SCM1.

1 Introduction

1.1 Purpose

The purpose of this Standard is to establish authoritative definitions for the AMSI Applied Concepts needed to describe support services and to explain how WQI Root Concepts are used within the American Support Standards Initiative.

1.2 Position Within the Whole Quality Architecture

- WQI Foundational Articles explain the methodology and its development.
- WQI_VOC1 defines Root Concepts that remain consistent across application domains.
- AMSI VOC1 extends the Root Vocabulary with Applied Concepts for support services.
- AMSI ORF1 provides the cross-cutting SOC-anchored occupational reference.
- AMSI Core Standards establish invariant support-service quality architecture and requirements.
- AMSI Context Guides interpret the applicable Core Standard within bounded service contexts.
- AMSI SCM1 governs controlled determination, verification, Quality Claims, and certification procedures.

AMSI VOC1 occupies the Applied Vocabulary layer of the Whole Quality architecture. It follows WQI_VOC1 and provides the common language used by ORF1, AMSI Core Standards, Context Guides, and SCM1. Those documents apply this Vocabulary; they do not create competing definitions.

1.3 One Concept — One Authoritative Definition

Each Whole Quality concept has one authoritative definition at the document layer appropriate to that concept. A Root Concept is defined in WQI_VOC1. An AMSI Applied Concept is defined in this Standard. ORF1, Core Standards, Context Guides, and SCM1 use and cross-reference those definitions; they do not redefine them.

1.4 Relationship to WQI_VOC1

AMSI VOC1 adopts WQI Root Concepts without modification. Where support-service explanation is needed, this Standard provides an application note or defines a distinct AMSI Applied Concept whose relationship to the relevant Root Concept remains explicit.

1.5 Relationship to AMSI Core Standards

AMSI Core Standards use this Vocabulary to establish invariant intended-function architecture, Core Quality Factors, Core Quality Indicators, Evidence principles, Critical Service Conditions, determination

requirements, and permissible Quality Claim structure for defined support-service domains. This Vocabulary supplies the terms; it does not replace the governing Core Standard.

1.6 Relationship to AMSI Context Guides

AMSI Context Guides interpret the governing Core Standard for defined support-service contexts. They identify the declared Support Service Quality Object, Service Context, Boundaries, Interfaces, Service Period, occupational arrangement, realization pathways, Quality Outcome Criteria, Evidence, Critical Service Conditions, Uncertainty, and Quality Claim limits. They do not alter Root definitions or create an alternative Core architecture.

1.7 SOC-Anchored Occupational Reference

AMSI uses the United States Standard Occupational Classification system as the national reference for occupational identity. Detailed occupational profiles and AMSI functional interpretations are maintained in ORF1. ORF1 applies the definitions in this Standard and does not independently redefine them.

1.8 Intended Use

This Standard supports consistent drafting, review, interpretation, comparison, revision, and maintenance of AMSI Core Standards, Context Guides, occupational references, determination and verification methods, diagrams, tools, Support Service Quality State determinations, and bounded Quality Claim Statements.

2 Reference Documents

2.1 Governing Whole Quality References

- WQI_VOC1 — Whole Quality Root Vocabulary Standard, current applicable draft or edition.
- WQI Foundational Articles applicable to Root and Applied Vocabulary development, including FTA5 — One Root Vocabulary, Many Applied Vocabularies.

2.2 AMSI Companion and Application Documents

- AMSI ORF1 — SOC-Anchored Occupational Reference Framework, current controlled draft or edition.
- Applicable AMSI Core Standards, including PCA1 and VRJ1, current controlled drafts or editions.
- Applicable AMSI Context Guides, current controlled drafts or editions.
- AMSI SCM1 — Support Service Quality State Determination, Verification, and Claims Methodology, current controlled draft or edition.

2.3 External Reference Layer

- United States Standard Occupational Classification system, current applicable edition.
- Applicable laws, regulations, program rules, contracts, professional standards, service authorizations, funding conditions, and occupational requirements for the defined application.

External sources form part of the applicable Reference Layer. They do not control the meaning of WQI Root Concepts or AMSI Applied Concepts unless expressly incorporated for a stated and bounded purpose.

3 Applied Conceptual Framework and Vocabulary Scope

3.1 Principal AMSI Conceptual Dependency

Support Service Quality Object → Support Service Quality Object Description → Structural Checkpoints → Support Service Boundaries → Support Service Interfaces → Support Intended Functions → Support Intended Results → Support Work → Support Results → Support Service → Support Service Realization and Support Service Realization Pathways → Failure-Mode Families → Core Quality Factors → Core Quality Indicators → Context-Specific Quality Outcome Criteria → Evidence-Supported Findings → Quality Factor Interpretation → Critical-Condition and Non-Compensability Review → Support Service Quality State → bounded Support Service Quality Claim Statement.

3.2 Work–Result–Service Relationship

AMSI uses the support-service form of the cross-platform Work–Result realization relationship: Support Work + Support Result = Support Service. Support Work identifies what is actually performed. Support Result identifies the actual condition or effect occurring in material relation to that Support Work. Support Service is the bounded Work–Result whole within the declared Service Context; it is neither the Support Result alone nor the Support Service Quality State. The relationship does not determine a Quality State by itself. Support Work and Support Result remain subject to the applicable Support Intended Function, Support Intended Result, Support Service Boundaries, Support Service Interfaces, Service Period, Quality Outcome Criteria, Evidence, Critical Service Conditions, and Support Service Quality State determination. The relationship is conceptual, not arithmetic or exclusively causal. It requires a bounded and supportable relationship between Support Work and Support Result; it does not presume that every Support Result was caused solely by the Support Work or that a favorable Support Result validates all Support Work performed. In IQI, the corresponding bounded whole is expressed as Infrastructure Outcome; cross-platform comparison preserves the shared Work–Result logic without treating services, products, and maintained or changed infrastructure conditions as identical.

3.3 Support Service Quality Object as Primary Reference Point

Every Support Service Quality State determination begins with declaration and description of the Support Service Quality Object. The declared scale controls what may be observed, interpreted, and claimed.

3.4 Structural Completeness Before Interpretation

Structural Checkpoints confirm that the Support Service Quality Object Description is sufficiently complete before detailed interpretation proceeds. An incomplete or ambiguously bounded object shall not be carried forward into a broad Support Service Quality State determination or Support Service Quality Claim without refinement, restriction, or qualification.

3.5 Core Invariance and Context Specificity

The governing Core Support Intended Function, Core Quality Factors, and Core Quality Indicators remain invariant across the applications and Context Guides governed by the same Core Standard. A Context Guide may identify context-specific subfunctions and Support Intended Result interpretations only where they remain traceable to that invariant Core Support Intended Function. Context specificity is otherwise expressed through the Support Service Quality Object Description, Support Service Boundaries, Support Service Interfaces, Service Period, occupational arrangement, Failure Modes and Failure-Mode Families, Context-Specific Quality Outcome Criteria, Evidence, Critical Service Conditions, Uncertainty, and Support Service Quality Claim limitations.

3.6 Document-Layer Boundary

This Standard is the authoritative source for AMSI Applied Concepts and essential vocabulary-use rules. AMSI ORF1, Core Standards, Context Guides, SCM1, diagrams, tools, and claim templates shall use and cross-reference these definitions and shall not create competing meanings. Detailed occupational profiles and SOC interpretation belong in AMSI ORF1; invariant support-service quality architecture and requirements belong in AMSI Core Standards; bounded Context-Specific Interpretation belongs in applicable AMSI Context Guides; and controlled Support Service Quality State determination, Support Service Quality Verification, Quality Claim, and certification procedures belong in AMSI SCM1. The governing Core Standard may establish determination requirements and permissible claim structure, while SCM1 governs the method by which those requirements are applied.

3.7 Vocabulary Scope

This Standard defines Applied Concepts. It does not establish detailed occupational profiles, service-specific requirements, provider procedures, staffing models, evidence-collection methods, certification schemes, regulatory interpretations, or Context-Specific Quality Outcome Criteria.

4 WQI Root Concepts Adopted by Reference

4.1 Governing Rule

All WQI Root Concepts apply within AMSI with the authoritative definitions established in WQI_VOC1. This Standard does not reproduce those definitions as AMSI definitions.

4.2 Methodology, Object, Function, Boundary, and Context Concepts

Whole Quality; Quality; Quality Object; Quality Object Description; Intended Function; Intended Result; Function Realization; Boundary; Interface; Boundary Transparency; Interface Transparency; Scale; Context; Failure Mode; Failure-Mode Family.

4.3 Quality Architecture and Determination Concepts

Quality Factor; Quality Indicator; Quality Outcome Criterion; Evidence-Supported Finding; Quality Factor Interpretation; Critical Condition; Non-Compensability; Quality State; Quality State Determination.

4.4 Evidence, Uncertainty, and Reference Concepts

Evidence; Evidence Sufficiency; Reference Layer; Uncertainty; Unresolved Condition; Assumption; Assumption Drift; Absence of Observed Failure; Data; Technology; Technology Governance.

4.5 Lifecycle, Claims, and Document-Architecture Concepts

Lifecycle; Lifecycle Gate; Stakeholder / Interested Party; Quality Claim; Quality Claim Boundary; Foundational Article; Root Vocabulary; Root Concept; Applied Vocabulary; Applied Concept; Core Standard; Context Guide; Context-Specific Interpretation; Authoritative Definition; Conceptual Dependency.

4.6 Non-Definitional Application Notes

AMSI documents may explain how a WQI Root Concept applies to Support Services, identify support-service examples, or use a qualified AMSI Applied Concept. Such explanation shall preserve the authoritative Root meaning and shall not create a competing definition. Support Service Quality Verification and Support Service Quality Verification Independence are AMSI Applied Concepts defined in Clauses 5.49 and 5.53; they are not presented as WQI Root Concepts in the current applicable WQI_VOC1 edition, and their procedural application belongs in AMSI SCM1.

5 AMSI Applied Terms and Definitions

5.1 Support Service Quality Object

Definition. A declared, coherent Support Service whole, or a constituent of such a whole that is sufficiently bounded and independently describable, selected as the object whose Support Service Quality State is to be determined.

Note 1. The object declaration controls what is included, excluded, observed, interpreted, and claimed.

Note 2. A finding concerning one task, worker, Interaction, Episode, or constituent does not automatically establish the Quality State of a broader object.

Note 3. A constituent may be selected as the object only when its Support Intended Functions, Support Service Boundaries, Support Service Interfaces, Service Period, Evidence basis, and intended Support Service Quality Claim scope can be declared with sufficient independence from the broader service whole.

Note 4. Whether a person, worker, provider function, manager, family member, clinician, organization, technology system, environment, or other constituent is internal or external depends on the declared Support Service Quality Object and Scale. Classification shall not be determined from a participant's title, organizational affiliation, or general involvement alone.

5.2 Support Service Quality Object Description

Definition. A structured description of a declared Support Service Quality Object sufficient to identify the service whole, its composition, Support Intended Functions and Support Intended Results, Support Work, Support Results, participants, Scale, Service Period, Support Service Boundaries, Support Service Interfaces, responsibilities, Service Context, expected or available Evidence sources, known Uncertainty, and intended Support Service Quality Claim Boundary.

Note 1. The description is proportionate to the object's complexity, consequences, Uncertainty, and intended Support Service Quality Claim scope.

Note 2. Expected or available Evidence sources may be identified at this stage; the final Evidence basis is established through the determination.

Note 3. The description should identify the external Boundary, material internal Boundaries, material internal Interfaces, material external Interfaces, and the basis for classifying each material participant, role, organization, system, or condition as internal or external.

5.3 Structural Checkpoint

Definition. A pre-interpretive AMSI completeness checkpoint used to confirm that a declared Support Service Quality Object and its Support Service Quality Object Description are sufficiently complete, bounded, and internally coherent for detailed quality interpretation to proceed.

Note 1. A Structural Checkpoint is a completeness step, not a Quality Factor, Quality Indicator, Quality Outcome Criterion, or quality assessment, and it does not determine the Support Service Quality State.

Note 2. Where completeness is insufficient, the Support Service Quality Object, scope, Service Period, external Boundary, internal Boundaries, internal Interfaces, external Interfaces, Role and Responsibility Arrangement, or proposed Support Service Quality Claim shall be refined or restricted before interpretation proceeds.

5.4 Support Service Arrangement

Definition. A bounded organizational, relational, functional, temporal, and responsibility-based configuration through which one or more persons receive or are intended to receive support and one or more workers or other contributors perform, coordinate, enable, or support Support Work intended to contribute to Support Results.

Note 1. An arrangement may exist before full service realization and may be formal, informal, paid, unpaid, participant-directed, provider-directed, or hybrid.

Note 2. The arrangement is not itself proof that Support Work was performed or that an intended Support Result was achieved.

Note 3. A contributor's participation in the broader Support Service Arrangement does not automatically place that contributor within the declared Support Service Quality Object. The contributor may remain external and interact through one or more external Support Service Interfaces.

5.5 Support Service Interaction

Definition. A bounded relational, functional, or communication-based occurrence in which the Person Receiving Support and one or more Support Workers or other material contributors participate directly or through a mediated pathway in the performance, attempted performance, coordination, direction, or receipt of Support Work related to one or more Support Intended Functions or Support Intended Results.

Note 1. An Interaction may be in person, remote, technology-mediated, direct, or coordinated through another participant.

Note 2. An Interaction is narrower than an Episode and may be included within a broader Service Period.

5.6 Support Service Episode / Service Period

5.6.1 Support Service Episode

Definition. A bounded and coherent sequence of one or more Support Service Interactions, related Support Work, and responsibility conditions organized around a defined support purpose, event, need, transition, or Support Intended Function, together with the actual or expected Support Results relevant to that sequence.

Note 1. An Episode is organized by a coherent support purpose, event, need, transition, or function rather than by time alone.

Note 2. One Episode may include several Interactions and may overlap only part of the declared Service Period.

5.6.2 Service Period

Definition. The declared temporal interval to which the Support Service Quality Object Description, participants, Support Work, Support Results, Support Service Boundaries, Support Service Interfaces, Service Context, Evidence, Support Service Quality State determination, and Support Service Quality Claim apply.

Note 1. The Service Period establishes the temporal Boundary of the determination or claim.

Note 2. Evidence and findings from one period are not automatically transferable to another period.

5.7 Coordinated Support Arrangement

Definition. A bounded Support Service Arrangement in which two or more independently identifiable Support Services, Support Roles, contributors, organizations, technology systems, or other service-system constituents are intentionally connected and coordinated because realization, continuity, or interpretation of one or more broader Support Intended Functions or Support Intended Results depends materially on their combined contribution and Support Service Interfaces.

Note 1. The Support Service Quality State depends on both constituent contributions and the Support Service Interfaces, responsibilities, continuity arrangements, and Evidence connecting them.

Note 2. A satisfactory finding for one constituent does not establish the Support Service Quality State of the coordinated whole.

Note 3. Independently identifiable services or organizations may remain separately bounded Quality Objects while participating in the coordinated arrangement through internal or external Interfaces relative to the declared coordinated Support Service Quality Object.

5.8 Occupation

Definition. A standardized category of work identified by a common set of activities and functions, independent of any particular worker, employer, Job, Job title, Support Service, program, funding arrangement, or service setting.

Note 1. Occupation is distinguished from Job, Job title, Support Role, program name, funding category, and service label.

Note 2. Official occupational classifications remain part of the applicable occupational Reference Layer.

5.9 SOC-Anchored Occupation

Definition. An Occupation identified within AMSI through explicit reference to an applicable official occupation and code in the U.S. Standard Occupational Classification system, with the official SOC definition remaining authoritative for occupational identity and the AMSI interpretation limited to the functions relevant to Support Services.

Note 1. The official SOC occupation and code remain authoritative for occupational identity.

Note 2. AMSI identifies only the occupational functions relevant to the declared Support Service and does not modify an official SOC definition.

5.10 Principal Human Participants

5.10.1 Person Receiving Support

Definition. The individual whose needs, preferences, rights, circumstances, Support Intended Functions, Support Intended Results, lived conditions, and participation are directly addressed within a declared Support Service Quality Object and who receives, directs, participates in, refuses, experiences, or is materially affected by the Support Work and Support Results.

Note 1. The Person Receiving Support is an active participant in the Support Service and may contribute to its direction, realization, interpretation, and Evidence.

Note 2. Receiving support does not by itself determine the person's legal decision authority, purchasing role, or responsibility for the service arrangement.

5.10.2 Support Worker

Definition. A person who performs, attempts, directs, coordinates, adapts, monitors, transfers, or otherwise contributes to Support Work within a declared Job, Support Role, Functional Scope, or other identified work arrangement.

Note 1. Support Worker is a functional service term and is not, by itself, an official Occupation or Job title.

Note 2. The applicable Occupation, Job or work arrangement, Support Role, Functional Scope, Competence, authorization, and responsibilities shall remain identifiable.

Application note. The Person Receiving Support and one or more direct Support Workers are commonly included within a declared Support Service Quality Object when the object encompasses the direct Support Service. Inclusion nevertheless follows the object declaration. A person or worker may also interact externally with another, more narrowly declared Quality Object.

5.10.3 Caregiver

Definition. A Support Worker or other person who, within a declared Support Service Quality Object, performs direct or relationally immediate Support Work intended to contribute to daily living, health-related stability, functional ability, safety, autonomy, development, or participation in home, community, educational, employment, residential, or other valued life settings.

Note 1. Caregiver is an AMSI umbrella term, is not an official SOC Occupation, and does not include every type of Support Worker.

Note 2. The applicable Occupation or other work arrangement, Support Role, Functional Scope, Competence, authorization, and responsibilities shall still be identified.

5.11 Job

Definition. A specific employment position or other defined work arrangement in which a person is assigned, expected, or engaged to perform occupational work or Support Work under stated organizational, relational, temporal, and responsibility-related conditions for an employer, provider, Person Receiving Support, household, program, or other work-arrangement authority.

Note 1. One Job may include functions associated with more than one Occupation, and one Occupation may appear in different Jobs.

Note 2. A Job title does not by itself establish the Support Role, Functional Scope, or work actually performed.

5.12 Occupational Function

Definition. A distinguishable function associated with an Occupation that expresses a defined kind or purpose of work capable of being assigned, performed, combined with other functions, and interpreted within a particular Job, Support Role, Functional Scope, or Support Service Quality Object.

Note 1. An Occupational Function is a purpose or kind of work, not merely an isolated task or documentation requirement.

Note 2. Functions may be combined, distributed, or time-shared while remaining traceable to the relevant Occupation.

5.13 Support Role

Definition. The bounded position and contribution through which a participant performs, directs, coordinates, supervises, enables, or otherwise contributes to Support Work and Support Results within a declared Support Service Quality Object.

Note 1. A Support Role expresses a bounded contribution within the declared service arrangement and may differ from a Job title or official Occupation.

Note 2. A participant may hold more than one Support Role.

Note 3. A Support Role may be internal or external relative to a particular declared Support Service Quality Object. Supervisory, managerial, clinical, funding, or coordinating involvement does not automatically make the role internal.

5.14 Blended Occupational Practice

Definition. A real-world condition in which one Job, Support Role, worker contribution, or Support Service includes Occupational Functions associated with two or more distinct Occupations while the identity, Functional Scope, Competence requirements, responsibilities, and Evidence relating to each Occupation remain distinguishable.

Note 1. Blending does not merge the underlying Occupations or erase differences in Competence, scope, responsibility, or Evidence.

Note 2. The functions associated with each Occupation shall remain distinguishable where material to Quality State determination.

5.15 Occupational Time-Sharing and Multiple-Role Practice

5.15.1 Occupational Time-Sharing

Definition. The distribution of Occupational Functions associated with one or more Occupations across defined times, phases, Interactions, Episodes, or portions of a Job, Support Role, or Service Period.

Note 1. Time-sharing concerns distribution of functions across time and is distinct from the occupational identity of those functions.

Note 2. The relevant time, function, responsibility, and Evidence attribution should remain visible.

5.15.2 Multiple-Role Practice

Definition. A real-world condition in which one participant holds, performs, or moves among two or more materially distinct Support Roles within the same or related Support Service Quality Objects, whether or not those roles draw on more than one Occupation.

Note 1. Multiple-Role Practice concerns role identity and responsibility; Blended Occupational Practice concerns functions associated with more than one Occupation.

Note 2. The Support Roles, Functional Scopes, Support Service Interfaces, and Evidence attribution shall remain distinguishable where material.

5.16 Functional Scope

Definition. The bounded set of Occupational Functions and other service-related functions attributed to a participant within a defined Job, Support Role, Support Service Arrangement, Service Period, or Support Service Quality Object, with assigned, authorized, permitted, expected, actually performed, and evaluated functions distinguished where they do not coincide.

Note 1. Authorized, assigned, recorded, expected, actually performed, and evaluated functions may differ and should not be treated as automatically identical.

Note 2. Functional Scope is bounded to a participant, arrangement, period, and declared Support Service Quality Object.

5.17 Competence

Definition. The demonstrated capability of a person to apply relevant knowledge, skills, judgment, communication, adaptation, and responsibility sufficiently for defined Occupational Functions or Support Work within a specified Functional Scope and Service Context.

Note 1. Competence is function-specific and Context-bounded; possession of a title or credential does not by itself establish competence for every function.

Note 2. Applicable legal, professional, organizational, and occupational requirements remain part of the Reference Layer.

5.18 Support Intended Function

Definition. The support-service-specific form of Intended Function: what a declared Support Service Quality Object is expected to enable, maintain, protect, restore, improve, coordinate, or otherwise realize for or with the Person Receiving Support within defined Support Service Boundaries, Support Service Interfaces, Service Context, and Service Period.

Note 1. A Support Intended Function states what the Support Service is expected to realize, not merely what a worker is instructed to do.

Note 2. Context-specific subfunctions may be identified without changing the governing Core Support Intended Function.

5.19 Support Intended Result

Definition. The support-service-specific form of Intended Result: the expected condition, capability, change, continuity, protection, access, participation state, or other effect intended to be produced, maintained, restored, enabled, or made available through realization of a Support Intended Function within a declared Support Service Quality Object.

Note 1. The Intended Result is expected; the Support Result is what actually occurs.

Note 2. Completion of Support Work does not by itself demonstrate realization of the Intended Result.

5.20 Support Work

Definition. The actual performance, attempted performance, coordination, direction, adaptation, transfer, monitoring, or other execution of functions by one or more support-service participants within a declared Support Service Quality Object, for the purpose of contributing to the realization of a Support Intended Function and to the production or maintenance of a Support Result.

Note 1. Support Work identifies what is actually performed, attempted, coordinated, directed, adapted, transferred, or monitored.

Note 2. Completion, effort, good intent, or documentation alone does not establish a satisfactory Support Result or Quality State.

5.21 Support Result

Definition. The actual condition, capability, change, continuity, protection, access, participation state, availability, or other effect that occurs in material relation to Support Work, including its performance, attempted performance, adaptation, delay, interruption, or omission, within a declared Support Service Quality Object.

Note 1. A Support Result may be intended or unintended, positive or adverse, complete or partial, stable or unstable, and sufficiently or insufficiently evidenced.

Note 2. The existence of a Support Result does not by itself establish its sufficiency or the Support Service Quality State of the broader Support Service.

Note 3. Attribution of a Support Result to Support Work may be full, partial, shared, indirect, or uncertain and shall not be assumed beyond the available Evidence.

5.22 Support Service

Definition. A bounded Work–Result whole consisting of Support Work actually performed together with the Support Result materially associated with that Support Work within the applicable Support Intended Function, Support Intended Result, Service Context, Support Service Boundaries, Support Service Interfaces, and Service Period.

Note 1. The AMSI realization relationship is: Support Work + Support Result = Support Service.

Note 2. The relationship is conceptual, not arithmetic; the Support Work and Support Result must be connected to the same declared Support Service Quality Object, Support Intended Function, Service Context, Support Service Boundaries, Support Service Interfaces, and Service Period, and their relationship shall not be overstated beyond the Evidence.

5.23 Support Service Realization

Definition. The unfolding over time of the bounded relationship between Support Work and Support Result through which a Support Service exists, changes, continues, is interrupted, degrades, or ends within the applicable Support Intended Functions, Support Intended Results, Support Service Boundaries, Support Service Interfaces, Service Context, and Service Period.

Note 1. Realization describes the occurrence and development of the Work–Result whole over time.

Note 2. A Support Service may be partially realized, interrupted, degraded, or realized through different Support Service Realization Pathways.

5.24 Support Service Realization Pathway

Definition. A defined organizational, relational, human, technological, environmental, and functional pathway through which Support Work is arranged and performed to realize one or more Support Intended Functions and Support Intended Results within a declared Support Service Quality Object.

Note 1. Different Support Service Realization Pathways may use different occupational, relational, organizational, technological, or environmental arrangements while serving the same Support Intended Function.

Note 2. A Support Service Realization Pathway is not itself a Quality State; it remains subject to applicable Quality Outcome Criteria, Evidence, Support Service Interfaces, and Critical Service Conditions.

5.25 Support Service Quality

Definition. The application of the WQI Root Concept Quality to a declared Support Service Quality Object: the degree to which the object realizes its Support Intended Functions and Support Intended Results within declared Support Service Boundaries, Support Service Interfaces, Service Context, and Service Period, as interpreted against applicable Quality Outcome Criteria and supported by sufficient Evidence, while taking account of the relevant Support Work, actual Support Results, and applicable Support Service Realization Pathways.

Note 1. Support Service Quality is object-relative, function-based, bounded, and temporally situated.

Note 2. Quality Outcome Criteria, Evidence, Quality State determination, and Quality Claims are used to interpret and communicate Quality; they do not create the underlying service reality.

Note 3. Neither satisfactory Support Work nor a favorable Support Result alone establishes the Quality of the declared Support Service Quality Object as a whole.

5.26 Person-Centered Support

Definition. An approach to the identification, design, arrangement, realization, interpretation, and improvement of Support Services in which the preferences, needs, goals, communication, circumstances, rights, choices, consent, refusal, and valued life Contexts of the Person Receiving Support materially inform the Support Intended Functions, Support Intended Results, Support Work, Support Service Realization Pathways, responsibilities, Support Service Boundaries, Support Service Interfaces, Evidence, and Support Service Quality State determination.

Note 1. Person-centered language does not substitute for observable Support Work, Support Results, applicable Quality Outcome Criteria, or Evidence.

Note 2. Preferences and choices remain subject to applicable rights, consent, decision authority, Critical Conditions, and declared service limitations.

5.27 Participation

Definition. A person's actual involvement in activities, roles, relationships, or life situations within home, community, employment, education, residential, civic, cultural, recreational, or other valued life Contexts.

Note 1. Participation concerns actual involvement, not mere physical presence or nominal access.

Note 2. The meaning of participation depends on the person's valued roles and the declared life or service Context.

5.28 Stability

Definition. The degree to which a relevant personal, functional, relational, environmental, support-arrangement, service-realization, or participation condition remains sufficiently consistent, available, predictable, or recoverable over a defined period to sustain the applicable Support Intended Function and Support Intended Result.

Note 1. Stability may concern personal condition, service availability, relationships, environment, arrangements, or participation.

Note 2. Stability is assessed over a declared period and does not mean that no change occurs.

5.29 Autonomy and Supported Decision-Making

5.29.1 Autonomy

Definition. The person's effective ability and opportunity to form, express, revise, and act upon preferences, choices, and decisions concerning the person's own life and support, within applicable rights, decision authority, Context, and Critical Service Conditions.

Note 1. Autonomy includes effective opportunity, not only formal authority or the expression of a preference.

Note 2. Applicable rights, consent, decision authority, communication access, and Critical Service Conditions shall remain visible.

5.29.2 Supported Decision-Making

Definition. A person-centered support process through which assistance is provided to help a person understand, consider, communicate, make, revise, or implement decisions while preserving the person's own preferences, participation, and decision authority to the extent applicable.

Note 1. Support assists the person's own decision-making and does not, by itself, transfer decision authority.

Note 2. The support provided, the person's participation, and any limitation or substitute authority shall be distinguished.

5.30 Functional Support Result

Definition. A Support Result consisting of an actual maintained, restored, improved, enabled, adapted, protected, or otherwise changed ability or opportunity of the Person Receiving Support to perform, direct, complete, or contribute to a defined activity or functional requirement within a declared life Context or Service Context.

Note 1. The Functional Support Result concerns actual ability or opportunity in a defined life Context or Service Context, not merely completion of a support activity.

Note 2. The Person Receiving Support's own direction or contribution may form part of the Functional Support Result.

5.31 Participation Support Result

Definition. A Support Result consisting of the person's actual maintained, restored, enabled, expanded, protected, or otherwise changed involvement in a defined activity, role, relationship, or life situation within a valued home, community, employment, education, residential, civic, cultural, recreational, or other life Context.

Note 1. The Participation Support Result concerns actual involvement in a valued role or life situation.

Note 2. Access, attendance, satisfaction, and participation are related but not automatically equivalent.

5.32 Support Service Boundary

Definition. The support-service-specific form of Boundary: a declared, designed, inferred, realized, or otherwise evidenced limit that identifies the external extent of a Support Service Quality Object or distinguishes constituents, roles, functions, responsibilities, conditions, periods, observations, or claims within it.

Note 1. A Support Service Boundary may be external or internal.

Note 2. Whether a Support Service Boundary is internal or external depends on the declared Support Service Quality Object and Scale.

Note 3. An external Boundary separates the declared object from persons, organizations, systems, environments, responsibilities, or other Quality Objects outside it.

Note 4. Internal Boundaries distinguish participants, roles, Support Work, Support Results, Service Conditions, responsibilities, periods, or other constituents within the declared object.

Note 5. A Support Service Boundary may change across Service Periods, Support Roles, settings, responsibility transfers, or changes in the person's conditions and support needs and shall be reviewed when those conditions change.

Note 6. Evidence and Support Service Quality Claim limitations may narrow a determination or claim without automatically redefining the underlying Support Service Quality Object Boundary.

5.33 Support Service Interface

Definition. The support-service-specific form of Interface: a defined point, pathway, condition, or relationship at which two or more participants, Support Roles, services, organizations, technology systems, environments, or other constituents exchange, transfer, coordinate, receive, interpret, accept, or act upon information, responsibility, authority, Support Work, resources, decisions, consent or refusal, Support Results, or Evidence in relation to a declared Support Service Quality Object.

Note 1. A Support Service Interface exists where information, responsibility, authority, resources, Support Work, decisions, Support Results, or Evidence pass between constituents.

Note 2. Support Service Interface failure may affect the Support Service Quality State even when individual constituents appear satisfactory.

Note 3. A Support Service Interface may be internal or external. Classification depends on the declared Support Service Quality Object and Scale.

Note 4. An Interface does not merge the connected participants, organizations, systems, or Quality Objects or automatically place them within the same object.

Note 5. Interface Transparency requires sufficient visibility of the participating constituents, what is exchanged or transferred, responsibility, receipt, interpretation, acceptance, refusal, action, and Evidence where material.

5.34 Person–Support Worker Interface

Definition. A Support Service Interface consisting of the relational, communicative, functional, and responsibility-based connection between the Person Receiving Support and a Support Worker, whether immediate or mediated, through which Support Work is directed, understood, performed, adapted, received, refused, and interpreted in relation to the applicable Support Intended Functions and Support Intended Results.

Note 1. The Person–Support Worker Interface may affect communication, consent, refusal, adaptation, trust, continuity, dignity, privacy, safety, and Evidence.

Note 2. The Person Receiving Support is an active participant and possible Evidence source, not merely an external recipient.

Note 3. The Person-Support Worker Interface may be internal when both participants are included within the declared Support Service Quality Object, or external when one participant remains outside a more narrowly declared object.

5.35 Organizational and Inter-Service Interface

Definition. A Support Service Interface connecting two or more organizations, services, programs, employers, schools, healthcare providers, public agencies, technology systems, or other service-system constituents through which information, responsibility, authority, resources, Support Work, decisions, referrals, transitions, Support Results, or Evidence are coordinated, transferred, received, accepted, or acted upon in relation to a declared Support Service Quality Object.

Note 1. The Organizational and Inter-Service Interface may include referral, transition, coordination, information exchange, authorization, resource transfer, and responsibility acceptance.

Note 2. A transfer is not complete merely because information or responsibility was sent; receipt, understanding, acceptance, and action may be material.

Note 3. An Organizational and Inter-Service Interface is commonly external, but it may be internal when the connected organizational or service constituents are included within the declared coordinated Support Service Quality Object.

5.36 Role and Responsibility Arrangement

Definition. The declared or actual allocation, acceptance, coordination, exercise, sharing, transfer, continuity, and accountability structure through which Support Roles and their associated responsibilities are assigned to, exercised by, shared among, or transferred between participants within the declared Support Service Quality Object and, where relevant, across external Interfaces with persons or organizations outside it.

Note 1. Declared, assigned, accepted, shared, transferred, and actually exercised responsibilities may differ and shall be distinguished where material.

Note 2. Unclear or unaccepted responsibility may create an Unresolved Condition or Critical Service Condition.

5.37 Service Context

Definition. The support-service-specific configuration of personal, relational, social, cultural, environmental, organizational, technological, legal, programmatic, economic, setting-based, and temporal conditions within which a declared Support Service Quality Object is intended, arranged, realized, experienced, evidenced, interpreted, and claimed.

Note 1. Context affects interpretation but does not redefine WQI Root Concepts or AMSI Applied Concepts.

Note 2. A Support Service Quality Claim shall not be transferred outside the Service Context for which its Quality Outcome Criteria and Evidence are valid.

5.38 Core Quality Factor

Definition. A Quality Factor established in an applicable AMSI Core Standard as an invariant major dimension through which realization of the governing Support Intended Function and Support Intended Results, including vulnerability to relevant Failure-Mode Families, remains visible and interpretable across the Context Guides governed by that Core Standard.

Note 1. Core Quality Factors are established by the applicable AMSI Core Standard and remain invariant across its Context Guides.

Note 2. A Context Guide interprets but does not rename, replace, merge, omit, or create an alternative Core Quality Factor.

5.39 Core Quality Indicator

Definition. A Quality Indicator established in an applicable AMSI Core Standard as an invariant observable or assessable expression of a Core Quality Factor across the Context Guides governed by that Core Standard.

Note 1. A Core Quality Indicator makes a Core Quality Factor observable or assessable; it does not by itself state the expected condition.

Note 2. The expected condition is stated through an applicable Context-Specific Quality Outcome Criterion.

5.40 Context-Specific Quality Outcome Criterion

Definition. A Quality Outcome Criterion established or selected for a Core Quality Indicator within a declared Service Context that states the expected condition, Support Result, Work–Result relationship, threshold, tolerance, prohibited condition, or other bounded basis for judging whether the relevant aspect of Function Realization is sufficient.

Note 1. The Context-Specific Quality Outcome Criterion shall remain traceable to a Core Quality Indicator and appropriate to the declared Support Service Quality Object, Service Context, Service Period, consequences, and Support Service Quality Claim scope.

Note 2. The Context-Specific Quality Outcome Criterion may draw on the applicable Reference Layer but does not alter the governing Root or Core meanings.

Note 3. Where material, the Criterion should identify the relevant Boundaries and Interfaces and whether it applies to an internal constituent, an internal Interface, an external Interface, or the declared Quality Object as a whole.

5.41 Critical Service Condition

Definition. A support-service-specific Critical Condition whose required presence, performance, protection, or visibility is non-compensable; where the condition is absent, failed, violated, degraded, unresolved, or insufficiently evidenced, a responsible positive Support Service Quality State determination or Support Service Quality Claim Statement is prevented or materially restricted regardless of favorable findings elsewhere.

Note 1. Criticality arises from the non-compensable effect on Function Realization or a responsible Support Service Quality Claim, not merely from labeling a condition important.

Note 2. Insufficient Evidence may prevent establishing whether the required condition is satisfied.

5.42 Support Service Non-Substitutability

Definition. The support-service application of the WQI Root Concept Non-Compensability: satisfactory findings concerning one Core Quality Factor, Core Quality Indicator, Support Role, Support Work area, Support Result, participant, setting, period, or Evidence source cannot substitute for a failed, prohibited, unresolved, insufficiently evidenced, or otherwise non-compensable Critical Service Condition.

Note 1. Favorable scores, averages, or findings elsewhere cannot offset a failed or unresolved Critical Service Condition.

Note 2. The rule applies to Core Quality Factors, Core Quality Indicators, participants, Support Work, Support Results, Service Periods, and Evidence areas where substitution would conceal a material deficiency.

5.43 Support Service Quality State

Definition. The Quality State of a declared Support Service Quality Object: the evidence-supported interpreted condition of the object in relation to realization of its Support Intended Functions and Support Intended Results within declared Support Service Boundaries, Support Service Interfaces, Service Context, and Service Period, interpreted through applicable Core Quality Factors, Core Quality Indicators, Context-Specific Quality Outcome Criteria, Evidence, Uncertainty, and Critical Service Conditions.

Note 1. The Support Service Quality State is bounded to the declared Support Service Quality Object, Service Period, Service Context, applicable Quality Outcome Criteria, Evidence basis, Uncertainty, and Critical Service Conditions.

Note 2. Different Support Service Quality States may be determined for different Scales, Support Service Episodes, Service Periods, Support Intended Functions, or Support Service Boundaries of a broader Support Service Arrangement.

5.44 Support Service Quality State Determination

Definition. The structured application of the WQI Root Concept Quality State Determination to a declared Support Service Quality Object, including confirmation of the object and its description, completion of applicable Structural Checkpoints, derivation of Evidence-Supported Findings, Quality Factor Interpretation, Critical-Condition and Non-Compensability Review, and evidence-supported interpretation and recording of the Support Service Quality State.

Note 1. The determination interprets and records the Quality State; it does not create the underlying service condition.

Note 2. It is broader than task review, documentation review, compliance review, audit, inspection, measurement, or verification alone.

5.45 Support Service Evidence Continuity

Definition. The maintained availability, traceability, interpretability, integrity, attribution, and transfer of Evidence concerning a Support Service Quality Object across Support Service Interactions, Support Service Episodes, Service Periods, participant or provider changes, responsibility transfers, Support Service Boundaries, Support Service Interfaces, and changes in technology or record systems, so that the Evidence remains usable for the intended Support Service Quality State determination and bounded Support Service Quality Claim.

Note 1. Continuity is not limited to record retention; Evidence must remain connected to the relevant Support Service Quality Object, Support Work, Support Result, Support Role, Service Period, Core Quality Indicator, Context-Specific Quality Outcome Criterion, and resulting finding or decision.

Note 2. Loss of continuity may create Uncertainty, an Unresolved Condition, or a limitation on the Support Service Quality State determination or Support Service Quality Claim.

Note 3. Evidence Continuity should preserve traceability across material Interfaces, including where relevant the distinction between information sent, received, understood, accepted, refused, acted upon, and verified.

5.46 Support Service Quality Claim Statement

Definition. A bounded written, visual, digital, or otherwise recorded Quality Claim that communicates a Support Service Quality State, Quality Factor Interpretation, or other Evidence-supported quality conclusion concerning a declared Support Service Quality Object.

Note 1. The statement shall not exceed the supporting determination or Evidence.

Note 2. It shall identify its Support Service Quality Object, Service Period, Service Context, relevant internal and external Boundaries and Interfaces, applicable Quality Outcome Criteria, Evidence basis, Assumptions, Uncertainty, Unresolved Conditions, external dependencies, limitations caused by insufficient Boundary or Interface Transparency, and conditions of continued validity as applicable.

5.47 Support Service Quality Claim Boundary

Definition. The declared scope and limits within which a Support Service Quality Claim Statement is intended to be valid, including the Support Service Quality Object, included and excluded Support Work and Support Results, participants and Support Roles, Service Period, Service Context, Support Service Boundaries, Support Service Interfaces, applicable Quality Outcome Criteria, Evidence basis, Assumptions, Uncertainty, Unresolved Conditions, Critical Service Conditions, limitations, and conditions of continued validity.

Note 1. The Support Service Quality Claim Boundary may be narrower than the physical or organizational extent of the broader service system.

Note 2. Material change beyond or invalidating the declared Support Service Quality Claim Boundary limits the continued validity of the Support Service Quality Claim. Procedures for revision, restriction, suspension, or withdrawal are established in AMSI SCM1 or another authorized methodology.

5.48 Absence of Reported Service Concern or Observed Service Failure

Definition. A bounded Evidence condition in which no complaint, incident, visible problem, reported service concern, known nonconformity, or observed service failure has been identified within a declared Service Period and observation or reporting scope.

Note 1. Absence of a report or observation is not proof that no failure occurred or that a satisfactory Quality State exists.

Note 2. Its significance depends on the opportunity and capability to observe, report, record, and investigate during the declared period.

5.49 Support Service Quality Verification

Definition. A structured confirmation, separate from the underlying Support Service Quality State determination, that the declared verification subject—including specified Evidence, determination activities, Evidence-Supported Findings, Quality Factor Interpretation, Support Service Quality State, and/or a proposed or issued Support Service Quality Claim concerning a declared Support Service Quality Object—is adequately supported, traceable, and consistent with the applicable Quality Outcome Criteria, Support Service Quality Claim Boundary, and Service Period.

Note 1. The verification scope shall identify what is being verified. Support Service Quality Verification does not automatically reperform or replace the underlying Support Service Quality State determination, although it may review, corroborate, or selectively repeat parts of that determination when required by the declared verification purpose.

Note 2. Verification requirements, competence, independence, records, methods, and decision authority belong in AMSI SCM1 or another applicable verification methodology.

5.50 First-Party Support Service Quality Claim

Definition. A Support Service Quality Claim Statement issued by a service provider, Support Worker, organization, or other party responsible for or controlling the Support Service Quality Object being claimed, based on an expressly bounded Support Service Quality State determination and any applicable first-party Support Service Quality Verification performed or controlled by that party.

Note 1. The issuing party is responsible for or controls the service being claimed.

Note 2. The claim shall identify its first-party status and shall not represent first-party review as independent verification or certification.

5.51 Second-Party Support Service Quality Claim

Definition. A Support Service Quality Claim Statement issued by the Person Receiving Support, an authorized representative, purchaser, contracting party, or another party with a direct interest in the Support Service, based on expressly bounded consideration of the relevant Support Service Quality State determination, Evidence, and any applicable second-party Support Service Quality Verification within a declared Support Service Quality Claim Boundary.

Note 1. The issuing party has a direct interest in receiving, purchasing, contracting for, or representing the person in relation to the service.

Note 2. The person's experience and testimony may provide material Evidence, but they do not by themselves support a claim broader than the scope, period, and quality questions to which that Evidence relates.

5.52 Third-Party Support Service Quality Certification

Definition. An authorized third-party attestation concerning a declared Support Service Quality Object, expressed through a bounded certification decision and associated Support Service Quality Claim, issued by a competent and sufficiently independent third party after impartial Support Service Quality Verification of the supporting Support Service Quality State determination and Evidence.

Note 1. Certification applies only to the declared Support Service Quality Object, applicable Quality Outcome Criteria, Service Period, and Support Service Quality Claim Boundary; it is not a general certification of a person, provider, organization, or all services unless those matters are expressly included and supported.

Note 2. This Vocabulary does not itself establish a certification scheme or authorize any party to issue certification.

5.53 Support Service Quality Verification Independence

Definition. The condition in which a party performing Support Service Quality Verification, making a certification decision, or issuing a third-party Support Service Quality Claim is sufficiently free from relationships, interests, responsibilities, pressures, and controls that could materially influence its judgment or decision for the declared purpose.

Note 1. Support Service Quality Verification Independence is proportionate to the declared verification or certification purpose and shall be demonstrated, not merely asserted.

Note 2. Conflicts, responsibilities, financial interests, organizational controls, personal relationships, and other pressures capable of influencing judgment shall be identified and managed. AMSI SCM1 establishes the procedural safeguards and records required for the applicable verification or certification purpose.

6 Rules for AMSI Applied Vocabulary Use and Development

6.1 Adoption of WQI Root Concepts

AMSI documents shall adopt WQI Root Concepts and their authoritative definitions without modification. Application notes may explain support-service use but shall not create a competing meaning.

6.2 Introduction of AMSI Applied Concepts

A new AMSI Applied Concept may be introduced only where support-service application requires a materially distinct meaning not adequately represented by an existing Root Concept, AMSI Applied

Concept, qualified term, or Context-Specific Interpretation. Where a proposed concept has stable meaning across substantially different application domains, it should be considered for controlled addition to WQI_VOC1 rather than duplicated independently in AMSI VOC1.

6.3 Qualified and Unqualified Terms

An unqualified Root term retains its WQI_VOC1 meaning. A qualified AMSI term adds support-service scope while preserving the Root meaning.

6.4 Core Invariance

The governing Core Support Intended Function, Core Quality Factors, and Core Quality Indicators shall remain invariant across all applications and Context Guides governed by the same Core Standard.

6.5 Context Guide Interpretation

A Context Guide may establish Context-Specific Quality Outcome Criteria, Evidence sources, Failure Modes and Failure-Mode Families, Critical Service Conditions, Assumptions, Uncertainty, and Support Service Quality Claim boundaries and limitations. It may identify context-specific subfunctions and Support Intended Result interpretations only where they remain traceable to the governing Core Support Intended Function. It shall not redefine Root or Applied Concepts, alter the invariant Core Support Intended Function, or establish alternative Core Quality Factors or Core Quality Indicators. The absence of a published Context Guide does not authorize changes to Core invariants; any necessary Context-Specific Interpretation shall remain transparent, bounded, and traceable in the determination.

6.6 SOC Anchoring

AMSI documents shall distinguish the official SOC Occupation, the Job or program title used in practice, the AMSI Support Role, the Functional Scope, and the occupational work or Support Work actually performed.

6.7 Caregiver Umbrella Term

Caregiver may be used as an AMSI umbrella term only when the applicable Occupation or occupations, Functional Scope, Competence, authorization, and responsibilities remain identifiable.

6.8 Blended and Multiple-Role Practice

Where functions or roles are blended, time-shared, or combined, each material occupational contribution, Support Role, Functional Scope, responsibility, Support Service Interface, and Evidence attribution shall remain visible.

6.9 Stabilized Terminology

Use Quality State and Quality State determination when the WQI Root Concepts are intended. Use Support Service Quality State Determination as the formal AMSI Applied Concept title and Support Service Quality State determination in running text. Use Quality Indicator for what makes a Quality Factor observable and Quality Outcome Criterion for the expected condition used to judge sufficiency. Use Core Quality Factor and Core Quality Indicator in full rather than Core Factor or Core Indicator. Use Service Context for the AMSI Applied Concept and Context for the WQI Root Concept. Use Support Service Quality Claim Boundary where the AMSI Applied Concept is intended. Use Support Result for what actually occurs and Support Service for the bounded Work–Result whole.

6.10 Cross-References and Reproduction

AMSI ORF1, Core Standards, Context Guides, SCM1, diagrams, tools, training materials, and claim templates should cross-reference the authoritative WQI or AMSI definition. Where reproduction is

necessary for usability, the wording shall remain substantively identical, the authoritative source shall be identified, and the reproduced wording shall be updated when the authoritative definition changes.

6.11 Controlled Evolution

Changes to AMSI Applied Concepts require assessment of effects on WQI_VOC1 dependencies, other Applied Vocabularies where cross-platform concepts are involved, AMSI ORF1, Core Standards, Context Guides, SCM1, diagrams, tools, Support Service Quality State determinations, and Quality Claims. Changes shall be edition-controlled, traceable, and evaluated for whether the concept should remain AMSI-specific or be proposed for controlled Root-level stabilization.

7 Scope, Applicability, and Exclusions

7.1 Scope

This Standard applies to vocabulary used within AMSI for Support Services and related applications of the Whole Quality methodology.

7.2 Applicability

- personal assistance and caregiving;
- home, community, and residential support;
- health-related support within applicable occupational and legal scope;
- behavioral, functional, and participation-focused support;
- vocational rehabilitation, job coaching, and employment support;
- educational and transition support;
- coordinated arrangements involving professionals, family members, natural supports, organizations, employers, educators, public agencies, and technology systems.

7.3 Relationship to External Requirements

This Standard does not replace or modify applicable laws, regulations, contracts, program rules, professional requirements, occupational limitations, service authorizations, or funding conditions. Those sources form part of the Reference Layer for a defined application.

7.4 Exclusions

- service eligibility or benefit determinations;
- funding, reimbursement, or staffing requirements;
- professional scope of practice or clinical authority;
- service-specific procedures or performance thresholds;
- provider approval, licensing, accreditation, or certification schemes;
- audit protocols or authorization to issue any particular Quality Claim;
- complete SOC occupational profiles or official occupational definitions.

Annex A (informative) — WQI Root-to-AMSI Applied Vocabulary Matrix

WQI Root Concept	AMSI Applied Concept	Support-Service Application
Quality	Support Service Quality	Applies the WQI Quality concept to the declared Support Service Quality Object, including interpretation against applicable Quality Outcome Criteria and sufficient Evidence.
Quality Object	Support Service Quality Object	Declares the service whole or bounded constituent under determination.
Quality Object Description	Support Service Quality Object Description; Structural Checkpoint	Adds service composition, participants, Support Roles, Support Work, Support Results, Service Period, Service Context, responsibilities, and a completeness checkpoint.
Intended Function; Intended Result	Support Intended Function; Support Intended Result	Represents what the service is expected to realize and the result expected from realization.
Boundary; Interface	Support Service Boundary; Support Service Interface; Person–Support Worker Interface; Organizational and Inter-Service Interface	Represents relational, occupational, organizational, temporal, responsibility, and Evidence-related limits and connections.
Quality Factor; Quality Indicator	Core Quality Factor; Core Quality Indicator	Identifies Core invariants interpreted, but not replaced, by Context Guides.
Quality Outcome Criterion	Context-Specific Quality Outcome Criterion	Connects a Core Quality Indicator to the expected condition used to judge sufficiency in a bounded Context.
Critical Condition; Non-Compensability	Critical Service Condition; Support Service Non-Substitutability	Prevents favorable findings elsewhere from offsetting a failed or unresolved non-compensable service condition.
Quality State; Quality State Determination	Support Service Quality State; Support Service Quality State Determination	Applies the WQI determination sequence to the declared Support Service Quality Object.
Evidence	Support Service Evidence Continuity	Maintains Evidence traceability and usability across participants, episodes, periods, transfers, and systems.
Quality Claim; Quality Claim Boundary	Support Service Quality Claim Statement; Support Service Quality Claim Boundary	Communicates a bounded Support Service quality conclusion without exceeding the supporting Quality State determination.
Absence of Observed Failure	Absence of Reported Service Concern or Observed Service Failure	Treats the absence of reports or observations as a bounded Evidence condition rather than proof of a satisfactory Support Service Quality State.
No direct WQI Root Concept equivalent in this edition	Support Service Quality Verification; Support Service Quality Verification Independence	Defines AMSI-specific confirmation and Independence concepts for Support Service Quality Verification and third-party decision making; procedures remain in AMSI SCM1.

Annex B (informative) — Structural Checkpoints and Conceptual Dependency Map

B.1 Structural Checkpoint Questions

- Is the Support Service Quality Object clearly named, classified, and scaled?
- Are the service whole, Support Work, Support Results, Support Intended Functions, and Support Intended Results sufficiently described?
- Are the Person Receiving Support, applicable Occupations, Jobs, Support Roles, Functional Scopes, and other material participants identified?
- Are the Service Period, setting, Service Context, Support Service Boundaries, Support Service Interfaces, and Role and Responsibility Arrangements identifiable?

- Are expected or available Evidence sources, known Uncertainty, Assumptions, and Unresolved Conditions visible?
- Is the description sufficient for the intended Support Service Quality State determination and proposed Support Service Quality Claim Boundary?

B.2 Conceptual Dependency Questions

- What is the declared Support Service Quality Object?
- What is inside and outside the external Support Service Boundary?
- What internal Boundaries distinguish material constituents?
- Through which internal and external Support Service Interfaces does the object interact and realize its functions?
- What Support Intended Functions and Support Intended Results define its purpose?
- What Support Work is actually performed, and what Support Result actually occurs?
- What Support Service and Support Service Realization Pathway are formed by the Work–Result relationship?
- How can Function Realization fail, degrade, become unstable, or remain unproved?
- How do the Core Quality Factors and Core Quality Indicators make Function Realization visible?
- Which Context-Specific Quality Outcome Criteria state the expected conditions?
- What Evidence supports the findings, and is it sufficient and continuous?
- What Critical Service Conditions, Uncertainty, Assumptions, and Unresolved Conditions remain?
- What Support Service Quality State can responsibly be determined?
- What bounded Support Service Quality Claim Statement can responsibly be communicated?

Copyright and Use Notice

Copyright © American Support Standards Initiative (AMSI), 2026. All rights reserved.

Permitted use (non-commercial). This document may be used, reproduced, and distributed, in whole or in part, for informational and non-commercial purposes, provided that reproductions include this notice and acknowledge AMSI as the source.

Restrictions. No part of this document may be modified or incorporated into another standard, specification, regulation, certification scheme, audit protocol, procurement requirement, or contractual document in a manner that alters its meaning without prior written permission of AMSI.

No endorsement; no certification. Reference to this document does not imply AMSI certification, endorsement, approval, accreditation, conformity assessment, legal compliance, or continuing conformity of any person, provider, service, organization, claim, or activity.

Non-substitution. This document does not replace applicable laws, regulations, contracts, program rules, professional judgment, service responsibilities, or regulatory duties.