

SUPPORT SERVICE QUALITY — FUNDAMENTALS AND VOCABULARY

AMSI STANDARD VOC1

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Applied Vocabulary for Support Services

AMSI — SUPPORT SERVICE QUALITY INITIATIVE

Foreword

This Standard provides the fundamental concepts and vocabulary for AMSI's application of the Whole-Quality methodology to support services for people with disabilities. It provides a common language for service recipients, families, support workers, providers, and other interested parties.

The concepts address support services as integrated wholes, including the people and organizations involved, their work and its results, and the relationships among their contributions across relevant life-cycle stages. This shared foundation supports consistent understanding and use of AMSI Support Service Quality Standards.

This Standard is voluntary and non-regulatory. It provides the fundamental concepts and vocabulary that underpin applicable AMSI Support Service Quality Standards, which establish requirements for different types of support services and for examining their Quality.

Table of Contents

Foreword 2
Introduction 5
1 Scope 5
2 Normative References 5
3 Terms and Definitions 5
3.1 Terms related to objects and object identification 6
3.2 Terms related to function and results 6
3.3 Terms related to requirements 7
3.4 Terms related to Quality Factors and Indicators 8
3.5 Terms related to life cycle, work, results, boundaries, interfaces, and constituents 8
3.6 Terms related to examination and determination 10
3.7 Terms related to Evidence and Findings 11
3.8 Terms related to Quality Claims 12
3.9 Terms related to support-service objects and arrangements 12
3.10 Terms related to occupations and roles 15
3.11 Terms related to support-service function and realization 18
3.12 Terms related to support-service boundaries and interfaces 22
3.13 Terms related to service criteria and critical conditions 24
3.14 Terms related to support-service Quality and claims 24
4 Fundamentals of Support-Service Quality 28
4.1 General 28
4.2 The Concept of Support-Service Quality 28
4.3 Intended Functions, Intended Results, and Quality Requirements 29
4.4 The Support Service as an Integrated Whole 29
4.5 Quality Across Applicable Life-Cycle Stages 29
4.6 Relationship Between Object Requirements and Quality Determination 30
4.7 Applying Requirements to Support-Service Standards 30
4.8 Support-Service Work, Result, and Service 30
4.9 Applying this Vocabulary in AMSI 30
4.10 Occupational and role terminology 31
Annex A — Concept Relationships and Diagrams 31
Alphabetical Index 31
Bibliography 35
Copyright and Use Notice 35

Introduction

Support-service Quality concerns how an actual service fulfills its Intended Functions and achieves its Intended Results across relevant life-cycle stages. Understanding this Quality requires consideration of the service as an integrated whole, including its Constituents, Boundaries, Interfaces, and the people, organizations, work, and results contributing to its functional realization.

The actual support service is the subject of this consideration. Models, documents, and records support understanding and examination of the service. A shared conceptual foundation and vocabulary help interested parties describe the service, understand applicable requirements, and communicate Evidence, Findings, and bounded Quality Claims consistently.

Clause 3 defines the terms used in this Standard. Clause 4 explains the fundamental concepts, their relationships, and their application in AMSI Support Service Quality Standards.

1 Scope

This Standard establishes applied fundamentals and vocabulary for the Quality of support services for people with disabilities.

It defines terms for identifying and describing actual support services; describing their Intended Functions and Intended Results; understanding applicable Object Quality Requirements and Quality Determination Requirements; considering relevant life-cycle stages, Boundaries, Interfaces, and Constituents; examining Evidence; establishing and synthesizing Findings; and communicating bounded Quality Claims.

The concepts and terms apply to different types of support services and to the people, organizations, work, and results contributing to their functional realization. Their application depends on the identified service, its Intended Functions and Intended Results, applicable requirements, and the scope and conditions of examination.

Requirements for different types of support services and for examining their Quality are established in applicable AMSI Support Service Quality Standards. Other applicable sources may contribute to the Applicable Basis.

2 Normative References

No normative references are cited in this Standard.

3 Terms and Definitions

The following terms and definitions apply for the purposes of this Standard. They provide a common conceptual foundation for describing support services and understanding their Quality. The definitions do not by themselves establish Object Quality Requirements or Quality Determination Requirements. Applicable AMSI Support Service Quality Standards state requirements for support services and for examining their Quality. Other applicable sources may contribute Object Quality Requirements to the Applicable Basis.

3.1 Terms related to objects and object identification

3.1.1 Object of Quality Determination

The actual subject identified for a Quality Determination by the Intended Functions and Intended Results being examined.

Note. For a support service, the subject may be a service arrangement, an interaction, an episode of support, a coordinated service, or support provided during a stated period.

3.1.2 Object Condition

The actual characteristics, capabilities, behavior, and state of an identified object under stated conditions and at a stated time.

Note. A description or representation of an object condition is Evidence about the object; it is not the condition itself.

3.1.3 Object Description

Information that identifies and describes an object of Quality Determination in relation to its Intended Functions and Intended Results, including relevant Work and Results, Constituents, Boundaries, Interfaces, dependencies, external contributions, configuration, conditions, and applicable life-cycle stages.

Note. An Object Description supports identification and examination but is not the object.

3.1.4 Scale

The level of aggregation or extent at which an object of Quality Determination is identified and its Quality considered.

Note. Scale is distinct from Methodological Resolution. A change of Scale does not automatically transfer a Quality Determination to another object.

3.1.5 Context

The surrounding conditions and circumstances that affect an object, its Function Realization, or the intended Quality Determination.

Note. Context can affect applicable requirements, relevant conditions, Evidence needs, and interpretation without changing the meaning of a defined term.

3.1.6 Quality

The degree to which an object of Quality Determination realizes its Intended Functions and Intended Results in accordance with applicable requirements.

Note. Applicable requirements are considered in relation to the object’s Intended Functions and Intended Results, the Applicable Basis, and stated examination conditions.

3.2 Terms related to function and results

3.2.1 Intended Function

What an object is required or intended to do.

Note. An object may have one or more Intended Functions.

3.2.2 Intended Result

A required or intended outcome associated with realization of an Intended Function.

Note. An Intended Result may be immediate, delayed, continuous, intermittent, or otherwise time-dependent.

3.2.3 Function Realization

The manner and degree to which an object performs its Intended Functions and achieves associated Intended Results.

Note. Function Realization is considered under relevant conditions and life-cycle stages.

3.3 Terms related to requirements

3.3.1 Requirement

A stated condition that is required to be met by an object or by a Quality Determination, as applicable.

3.3.2 Object Quality Requirement

A stated condition that an identified object must meet in relation to its Intended Functions, Intended Results, or other applicable obligations.

Note. Requirements stated under applicable Quality Indicators are Object Quality Requirements.

3.3.3 Quality Determination Requirement

A stated condition governing how a Quality Determination is established or conducted.

Note. Requirements governing the Quality Determination are distinct from Object Quality Requirements.

3.3.4 Functional Requirement

An Object Quality Requirement that specifies an Intended Function or associated Intended Result of the object.

3.3.5 Technical Requirement

An Object Quality Requirement that specifies a technical condition necessary to support realization of the Functional Requirements.

3.3.6 Applicable Requirement

An Object Quality Requirement relevant to the identified object and included in the Applicable Basis for the stated examination scope and conditions.

3.3.7 Applicable Basis

The identified and documented Object Quality Requirements against which the Quality of the identified object is determined.

Note. The Applicable Basis includes applicable requirements stated under Factors and Indicators and requirements arising from Intended Functions and Intended Results, law, regulation, agreements, adopted standards, scientific knowledge, and other relevant sources. It is distinct from the requirements governing the Quality Determination itself.

3.3.8 Reference Source

A source from which an Object Quality Requirement is identified and documented for inclusion in the Applicable Basis.

Note. A Reference Source is distinct from Evidence. Its relevance and authority are established for the particular determination.

3.4 Terms related to Quality Factors and Indicators

3.4.1 Quality Factor

A principal dimension of an object's Function Realization that groups related Quality Indicators and the applicable requirements concerning that dimension for determining the object's Quality.

3.4.2 Quality Indicator

A defined aspect of a Quality Factor that identifies the subject of one or more applicable requirements the object must meet.

3.5 Terms related to life cycle, work, results, boundaries, interfaces, and constituents

3.5.1 Life Cycle

The relevant stages through which an object is conceived, created, established, used, maintained, changed, transitioned, and ended.

3.5.2 Essential Work and Results

The Work and Results necessary for realization of an object's Intended Functions and Intended Results across applicable life-cycle stages, whether performed within the object or provided through external contributions.

Note. Necessary Work and Results provided from outside the identified object shall be accounted for through inclusion within the object or through relevant Interfaces.

3.5.3 External Contribution

Work, Results, resources, services, or other contributions provided from outside the identified object that are necessary for realization of its Intended Functions or Intended Results.

Note. An External Contribution shall be accounted for through its inclusion within the identified object or through a relevant Interface. The external organization or support service providing it does not thereby become a Constituent.

3.5.4 Boundary

The limit that defines what is included within and excluded from an object of Quality Determination, established in relation to the object's Intended Functions, Intended Results, and necessary Work and Results.

Note. A Boundary may be physical, functional, organizational, informational, or otherwise relevant to the object. It shall not exclude Work and Results necessary for Function Realization solely because a physical or organizational boundary places them outside the object.

3.5.5 Constituent

A component, part, element, or other object included within the identified object's Boundaries that contributes to realization of its Intended Functions or Intended Results.

3.5.6 Interface

A relevant relationship, point, or connection through which Constituents interact or depend on one another, or through which the identified object interacts, exchanges, or depends on connected objects, external contributions, or conditions.

3.5.7 Harm

An adverse effect on a person, other living organism, property, the environment, or another protected or valued condition.

3.5.8 Possible Harm

Harm that may occur but has not been established as having occurred.

3.5.9 Realized Harm

Harm that has actually occurred.

3.5.10 Hazard

A source, situation, or condition with the potential to contribute to Harm.

3.5.11 Threat

An event, condition, action, or actor that could initiate or contribute to Harm or loss of control.

3.5.12 Vulnerability

A weakness in an object, Constituent, Interface, or protective arrangement that may be exploited or contribute to Harm or loss of control.

3.5.13 Scenario

A specified sequence or combination of events and conditions through which Harm may occur or control of an object may be lost.

3.5.14 Risk Tolerability Criteria

Criteria established by the Applicable Basis for determining whether identified Risk is acceptable or tolerable for the object under stated conditions.

3.5.15 Risk Control Objective

A stated protective outcome necessary to prevent, control, or limit Harm from identified hazards or scenarios, according to the Applicable Basis.

3.5.16 Risk Control

A measure intended to achieve an applicable Risk Control Objective by preventing, controlling, or limiting Harm.

3.5.17 Risk

A determination of the probability and severity of Possible Harm according to the Applicable Basis.

3.5.18 Safety

A condition in which Risk associated with Possible Harm is acceptable under applicable Risk Tolerability Criteria.

3.6 Terms related to examination and determination

3.6.1 Examination

The systematic examination of an identified object's actual condition in relation to applicable Object Quality Requirements and stated examination conditions.

3.6.2 Quality Determination

A process of identifying an actual object, establishing the Applicable Basis and examination scope and conditions, examining Evidence concerning the object, establishing Findings, and synthesizing those Findings to determine what can be established about the object's Quality.

3.6.3 Methodological Resolution

The degree of quality-relevant detail at which an object and its Quality are examined for the intended Quality Determination.

3.6.4 Examination Scope

The defined coverage of an examination, including applicable Object Quality Requirements and Quality Determination Requirements, relevant object parts, Factors and Indicators, and life-cycle stages.

3.6.5 Examination Conditions

The relevant time, operating, use, environmental, and other conditions under which the object is examined or its Evidence is interpreted.

3.6.6 Assumption

A proposition accepted for purposes of analysis or interpretation that is not established by direct Evidence.

3.6.7 Assumption Drift

The loss of validity, relevance, or visibility of an Assumption as an object, Context, Evidence, or conditions change.

3.6.8 Uncertainty

A limitation in knowledge concerning a condition, relationship, or conclusion relevant to the Quality Determination or a Quality Claim.

3.6.9 Unresolved Condition

A relevant condition, discrepancy, anomaly, Evidence gap, uncertainty, or potential failure that has not been sufficiently resolved for the intended Quality Determination.

3.6.10 Quality State

The condition of an object's Quality at a particular time or under stated conditions.

Note. A Quality State is not, by itself, a universal grade, score, or classification.

3.7 Terms related to Evidence and Findings

3.7.1 Evidence

Information or observations used to establish a Finding about the actual condition of an identified object in relation to an applicable Object Quality Requirement.

3.7.2 Evidence Sufficiency

The degree to which available Evidence provides enough coverage and detail to support the intended Finding.

3.7.3 Evidence Truthfulness

The degree to which Evidence faithfully represents what it purports to show.

3.7.4 Evidence Applicability

The degree to which Evidence relates to the identified object, relevant conditions, and the requirement or Finding for which it is used.

3.7.5 Finding

A result of examining Evidence that states what is established about whether the identified object meets an applicable Object Quality Requirement.

3.7.6 Finding Status

The stated status of a Finding as met, not met, or undetermined.

3.7.7 Met

A Finding status indicating that Evidence establishes that the identified object meets the applicable Object Quality Requirement within the examination scope and conditions.

3.7.8 Not Met

A Finding status indicating that Evidence establishes that the identified object fails to meet the applicable Object Quality Requirement within the examination scope and conditions.

3.7.9 Undetermined

A Finding status indicating that available Evidence does not establish whether the identified object meets the applicable Object Quality Requirement.

3.7.10 Critical Condition

A condition that materially limits the scope or content of a Quality Determination or Quality Claim.

3.7.11 Materiality

The significance of a Finding, condition, limitation, or relationship to the intended Quality Determination or Quality Claim.

3.7.12 Synthesis of Findings

The structured consideration of applicable Findings and their relevant relationships to establish what can be determined about the object as a whole.

Note. Synthesis does not create or alter a Finding, and one Finding does not cancel or compensate for another.

3.7.13 Non-Compensability

The principle that a Finding remains distinct and is not offset by a different Finding.

3.7.14 Traceability

The ability to follow material relationships connecting the object, applicable requirements, Evidence, Findings, synthesis, and any resulting Quality Claim.

3.8 Terms related to Quality Claims

3.8.1 Quality Claim

A bounded communication about the Quality of an identified object, supported by the synthesis of applicable Findings.

3.8.2 Claimant

The person or organization that makes a Quality Claim.

3.8.3 Recipient

The person or organization for whom a Quality Claim is intended.

3.9 Terms related to support-service objects and arrangements

3.9.1 Support Service Quality Object

SUPPORT SERVICE QUALITY OBJECT — The actual support-service object identified for a Quality Determination in relation to the Support Intended Functions and Support Intended Results being examined. It may be a service arrangement, interaction, episode, service period, coordinated service, or other bounded support-service object. Its identity shall not be presumed to coincide with a single person, worker, provider, organization, site, funding source, or program.

Note 1. This term applies the general concept of an Object of Quality Determination to support services. Scale, Boundaries, Interfaces, Service Context, and Methodological Resolution further establish how the object is considered and examined.

Note 2. A Finding concerning one task, worker, Interaction, Episode, or constituent does not automatically establish the Quality of a broader Support Service Quality Object.

Note 3. A constituent becomes a separate Support Service Quality Object only when it is separately defined as the subject of a Quality Determination. A constituent may remain part of a broader object without becoming a separate object.

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 defined

Support Service Quality Object and Scale. Classification shall not be determined from a participant's title, organizational affiliation, or general involvement alone.

3.9.2 Support Service Quality Object Description

SUPPORT SERVICE QUALITY OBJECT DESCRIPTION — A documented description of a defined 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, Applicable Basis, Methodological Resolution, and Evidence needs for the intended Quality Determination.

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.

3.9.3 Structural Checkpoint

STRUCTURAL CHECKPOINT — An AMSI application-level completeness checkpoint used to confirm that the defined Support Service Quality Object and its description are sufficiently developed for the intended Support Service Quality Determination.

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.

3.9.4 Support Service Arrangement

SUPPORT SERVICE ARRANGEMENT — 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 defined Support Service Quality Object. The contributor may remain external and interact through one or more external Support Service Interfaces.

3.9.5 Support Service Interaction

SUPPORT SERVICE INTERACTION — 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.

3.9.6 Support Service Episode

SUPPORT SERVICE EPISODE — 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.

3.9.7 Service Period

SERVICE PERIOD — 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 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.

3.9.8 Coordinated Support Arrangement

COORDINATED SUPPORT ARRANGEMENT — 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 defined coordinated Support Service Quality Object.

3.10 Terms related to occupations and roles

3.10.1 Occupation

OCCUPATION — 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 authoritative for occupational identity.

3.10.2 SOC-Anchored Occupation

SOC-ANCHORED OCCUPATION — 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.

3.10.3 Person Receiving Support

PERSON RECEIVING SUPPORT — The individual whose needs, preferences, rights, circumstances, Support Intended Functions, Support Intended Results, lived conditions, and participation are directly addressed within a defined 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.

3.10.4 Support Worker

SUPPORT WORKER — 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 defined Support Service Quality Object when the object encompasses the direct Support

Service. Inclusion nevertheless follows the object definition. A person or worker may also interact externally with another, more narrowly declared Quality Object.

3.10.5 Caregiver

CAREGIVER — A Support Worker or other person who, within a defined 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.

3.10.6 Job

JOB — 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.

3.10.7 Occupational Function

OCCUPATIONAL FUNCTION — 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.

3.10.8 Support Role

SUPPORT ROLE — 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 defined 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 defined Support Service Quality Object. Supervisory, managerial, clinical, funding, or coordinating involvement does not automatically make the role internal.

3.10.9 Blended Occupational Practice

BLENDED OCCUPATIONAL PRACTICE — 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 Determination.

3.10.10 Occupational Time-Sharing

OCCUPATIONAL TIME-SHARING — 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.

3.10.11 Multiple-Role Practice

MULTIPLE-ROLE PRACTICE — 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.

3.10.12 Functional Scope

FUNCTIONAL SCOPE — 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 defined Support Service Quality Object.

3.10.13 Competence

COMPETENCE — 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 may contribute to the Applicable Basis.

3.11 Terms related to support-service function and realization

3.11.1 Support Intended Function

SUPPORT INTENDED FUNCTION — The support-service-specific form of Intended Function: what the defined Support Service Quality Object is required or intended to do for or with the Person Receiving Support.

Note 1. A Support Service Quality Object may have one or more Support Intended Functions. A Support Intended Function states what the object is required or intended to do, not merely what a worker is instructed to do.

Note 2. Support Intended Functions and Support Intended Results are defined for the Support Service Quality Object and applicable AMSI standard. Their specification does not change the quality concepts used in this Vocabulary.

Note 3. Support Intended Functions should be distinguished from Support Work activities performed in realization of the service.

Note 4. Where the Support Service Quality Object has multiple Support Intended Functions, their associated Intended Results, dependencies, interactions, and applicable priorities should be made clear where they affect Function Realization, Evidence needs, the Support Service Quality State, or a Quality Claim.

3.11.2 Support Intended Result

SUPPORT INTENDED RESULT — The support-service-specific form of Intended Result: a result required or intended to arise from realization of a Support Intended Function within a defined Support Service Quality Object.

Note 1. A Support Intended Function may have one or more Support Intended Results. 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.

3.11.3 Support Work

SUPPORT WORK — The actual performance, attempted performance, coordination, direction, adaptation, transfer, monitoring, or other execution of functions by one or more support-service participants within a defined 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.

3.11.4 Support Result

SUPPORT RESULT — 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 defined 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.

3.11.5 Support Service

SUPPORT SERVICE — 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 defined 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.

3.11.6 Support Service Standard

SUPPORT SERVICE STANDARD — A standard that applies to a specific type of support service and may establish requirements for that service and its realization.

Note 1. A Support Service Standard may address, as applicable, the Support Service Arrangement, Person Receiving Support, Support Workers and other material contributors, Support Work, Support Results, Support Intended Functions and Support Intended Results, Service Period, roles and responsibilities, Support Service Boundaries, Support Service Interfaces, Service Context, applicable Object Quality Requirements and any context-specific criteria used to express them, and Evidence requirements.

Note 2. A Support Service Standard applies to the defined Support Service at the declared Scale and Methodological Resolution. It shall not be interpreted as applying only to Support Work or only to the Support Result.

Note 3. Conformity with a Support Service Standard, the Support Service Quality State, and the Management System Quality State of the provider are separate determinations.

Note 4. An applicable AMSI Support Service Quality Standard may establish requirements for a specific type of support service.

3.11.7 Support Service Realization

SUPPORT SERVICE REALIZATION — 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.

3.11.8 Support Service Realization Pathway

SUPPORT SERVICE REALIZATION PATHWAY — 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 defined 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 Object Quality Requirements, Evidence, Support Service Interfaces, and Critical Service Conditions.

3.11.9 Support Service Quality

SUPPORT SERVICE QUALITY — The application of Quality to a defined Support Service Quality Object in relation to its Support Intended Functions, Support Intended Results, and applicable requirements.

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

Note 2. Applicable requirements, Evidence, Quality Determination, and Quality Claims are used to establish and communicate what can be determined about the Quality State; 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 defined Support Service Quality Object as a whole.

3.11.10 Person-Centered Support

PERSON-CENTERED SUPPORT — An approach to the identification, design, arrangement, realization, 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 Determination.

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

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

3.11.11 Participation

PARTICIPATION — 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.

3.11.12 Stability

STABILITY — 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.

3.11.13 Autonomy

AUTONOMY — 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.

3.11.14 Supported Decision-Making

SUPPORTED DECISION-MAKING — 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.

3.11.15 Functional Support Result

FUNCTIONAL SUPPORT RESULT — 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.

3.11.16 Participation Support Result

PARTICIPATION SUPPORT RESULT — 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.

3.12 Terms related to support-service boundaries and interfaces

3.12.1 Support Service Boundary

SUPPORT SERVICE BOUNDARY — 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 defined 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.

3.12.2 Support Service Interface

SUPPORT SERVICE INTERFACE — 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 defined 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 defined 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.

3.12.3 Person–Support Worker Interface

PERSON–SUPPORT WORKER INTERFACE — 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 defined Support Service Quality Object, or external when one participant remains outside a more narrowly declared object.

3.12.4 Organizational and Inter-Service Interface

ORGANIZATIONAL AND INTER-SERVICE INTERFACE — 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 defined 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 defined coordinated Support Service Quality Object.

3.12.5 Role and Responsibility Arrangement

ROLE AND RESPONSIBILITY ARRANGEMENT — 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 defined 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.

3.12.6 Service Context

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

Note 1. Context affects interpretation but does not redefine quality concepts or AMSI Applied Concepts.

Note 2. A Support Service Quality Claim shall not be transferred outside the Service Context for which its applicable requirements, any associated context-specific criteria, and Evidence are valid.

3.13 Terms related to service criteria and critical conditions

3.13.1 Support-Service Quality Outcome Criterion

SUPPORT-SERVICE QUALITY OUTCOME CRITERION — A context-specific statement of an expected condition or result used to apply an Object Quality Requirement under a Quality Indicator to a defined Support Service Quality Object.

Note 1. A Support-Service Quality Outcome Criterion shall be traceable to the applicable Object Quality Requirement and Quality Indicator and appropriate to the defined Support Service Quality Object, Service Context, Service Period, and intended Quality Determination or Support Service Quality Claim. It does not create a separate requirements layer or replace the applicable requirement.

Note 2. Its substantive basis shall be traceable to the Applicable Basis and relevant Reference Sources. The criterion makes the applicable requirement more specific for the stated context; it does not independently establish what applies.

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 defined Quality Object as a whole.

3.13.2 Critical Service Condition

CRITICAL SERVICE CONDITION — A support-service-specific Critical Condition whose absence, non-achievement, violation, failure, or unresolved status prevents a responsible Positive Conclusion or otherwise materially constrains the permissible Conclusion or Support Service Quality Claim.

Note 1. Criticality arises from the material constraint on Function Realization, the permissible Conclusion, or a responsible Support Service Quality Claim, not merely from labeling a condition important.

Note 2. Insufficient Evidence may prevent establishing whether a required condition is satisfied. An unresolved Critical Service Condition does not by itself establish unfavorable underlying Quality, but it prevents a responsible Positive Conclusion where demonstration is required and may otherwise constrain the permissible Conclusion or Support Service Quality Claim.

3.14 Terms related to support-service Quality and claims

3.14.1 Support Service Non-Substitutability

SUPPORT SERVICE NON-SUBSTITUTABILITY — The support-service application of the concept Non-Compensability: satisfactory Findings concerning one Quality Factor, 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 or other declared non-compensable condition.

Note 1. Support Service Non-Substitutability prevents averaging, scoring, or favorable Findings elsewhere from masking a condition that prevents a responsible Positive Conclusion or otherwise materially constrains the permissible Support Service Quality Claim.

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

3.14.2 Support Service Quality State

SUPPORT SERVICE QUALITY STATE — The actual Quality-relevant condition of a defined Support Service Quality Object, at a defined time or period, in relation to realization of its Support Intended Functions and Support Intended Results.

Note 1. Support Service Quality State is the AMSI applied form of the concept Quality State. It exists independently of whether a Support Service Quality Determination has been performed. Evidence, Evidence Quality, Findings, limitations, Uncertainty, Conclusions, and Support Service Quality Claims concern what can be established or communicated about that state; they are not constituents of the state itself.

Note 2. The Support Service Quality State is temporally situated and bounded by the defined Support Service Quality Object and its Scale, Support Service Boundaries, Support Service Interfaces, applicable Service Context, Service Period, and temporal basis. What is established about a Quality State for one Quality Object, Scale, time, or condition does not automatically establish the Quality State for another.

3.14.3 Support Service Quality Determination

SUPPORT SERVICE QUALITY DETERMINATION — The evidence-based process of determining what can be established about the Quality of a defined Support Service Quality Object through examination of Evidence in relation to applicable Object Quality Requirements and stated examination conditions.

Note 1. Support Service Quality Determination does not create or establish the underlying Support Service Quality State; it establishes what can responsibly be determined about that state. The determination should preserve Traceability among the Support Service Quality Object Description, Support Intended Functions and Support Intended Results, Boundaries, Interfaces, Applicable Basis, Reference Sources, Quality Factors and Indicators, applicable Object Quality Requirements and any associated context-specific criteria, Evidence, Findings, Critical Service Conditions, Non- Compensability, Uncertainty, and what can responsibly be established about the Support Service Quality State.

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

3.14.4 Support Service Evidence Continuity

SUPPORT SERVICE EVIDENCE CONTINUITY — 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 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, Quality Indicator, applicable Object Quality Requirement and any associated context-specific criterion, and resulting Finding, while preserving Evidence quality and Traceability for the use made of it.

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

3.14.5 Support Service Quality Claim Statement

SUPPORT SERVICE QUALITY CLAIM STATEMENT — An attributable written, visual, digital, or otherwise recorded Quality Claim by a claimant concerning the Support Service Quality State of a defined Support Service Quality Object, made for a recipient and an Intended Function and supported by applicable Findings established through Support Service Quality Determination.

Note 1. The statement should communicate or provide traceable access to the material Findings, conditions, limitations, Uncertainty, and other information necessary for the recipient to understand its meaning and basis, including the defined Support Service Quality Object, Service Period, Service Context, relevant Boundaries and Interfaces, applicable criteria, and Evidence basis where material.

Note 2. A Support Service Quality Claim Statement shall not exceed the scope or certainty supported by the applicable Findings and Support Service Quality Determination. It may express a Positive, Conditionally Positive, or Negative Conclusion or a Refusal to Express a Conclusion, but an overall Conclusion is not required where the Claim's Intended Function and Applicable Basis are adequately served by communication of specific applicable Findings.

Note 3. Where a Support Service Quality Claim addresses the Quality Object as a whole, material Findings, limitations, Uncertainty, Critical Service Conditions, and other information necessary for the recipient to understand its meaning and basis shall remain visible or traceably accessible. Favorable or unfavorable character of the underlying Support Service Quality State does not by itself determine the Quality of the Claim.

3.14.6 Support Service Quality Claim Boundary

SUPPORT SERVICE QUALITY CLAIM BOUNDARY — 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 Object Quality Requirements and any associated context-specific criteria, Evidence basis, relevant Evidence limitations, 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 by the applicable authorized methodology.

3.14.7 Absence of Reported Service Concern or Observed Service Failure

ABSENCE OF REPORTED SERVICE CONCERN OR OBSERVED SERVICE FAILURE — 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.

3.14.8 Support Service Quality Verification

SUPPORT SERVICE QUALITY VERIFICATION — A structured confirmation, separate from the underlying Support Service Quality Determination, that the declared verification subject—including specified Evidence, determination activities, Findings, Support Service Quality State, and/or a proposed or issued Support Service Quality Claim concerning a defined Support Service Quality Object—is adequately supported, traceable, and consistent with the applicable Object Quality Requirements, 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 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 the applicable verification methodology.

3.14.9 First-Party Support Service Quality Claim

FIRST-PARTY SUPPORT SERVICE QUALITY CLAIM — 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 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.

3.14.10 Second-Party Support Service Quality Claim

SECOND-PARTY SUPPORT SERVICE QUALITY CLAIM — 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 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.

3.14.11 Third-Party Support Service Quality Certification

THIRD-PARTY SUPPORT SERVICE QUALITY CERTIFICATION — An authorized third-party attestation concerning a defined 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 Determination and Evidence.

Note 1. Certification applies only to the defined Support Service Quality Object, applicable Object Quality Requirements and any associated context-specific 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.

3.14.12 Support Service Quality Verification Independence

SUPPORT SERVICE QUALITY VERIFICATION INDEPENDENCE — 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. The applicable authorized verification or certification methodology establishes the procedural safeguards and records required for the applicable purpose.

4 Fundamentals of Support-Service Quality

4.1 General

Object Quality concerns an identified actual object. A model, record, specification, or description may represent or provide information about that object, but the representation is not the object whose Quality is determined.

Quality Determination examines the relationship between the object’s actual condition and its Intended Functions, Intended Results, and applicable requirements. The determination establishes what the available Evidence supports; it does not create the object’s Quality.

4.2 The Concept of Support-Service Quality

The Quality of a Support Service Quality Object is the degree to which it realizes its Support Intended Functions and Support Intended Results in accordance with applicable Object Quality Requirements. Those requirements and the stated examination conditions establish how that relationship is assessed.

The object's Quality concerns the identified actual object and its actual condition. A Quality Determination is an evidence-based process for establishing what can be known about that Quality within a stated scope. The determination and the object's Quality are related but are not the same thing.

The applicable requirements and conditions give meaning to a Quality Determination. The Core does not prescribe a uniform degree of Quality, technical solution, score, or classification for every object.

4.3 Intended Functions, Intended Results, and Quality Requirements

Intended Functions state what the object is expected to accomplish. Intended Results state the outcomes associated with realizing those functions. Together they provide the functional basis for establishing Object Quality Requirements.

Functional Requirements state the Intended Functions and associated Intended Results. Technical Requirements state technical conditions necessary to support the Functional Requirements. The two are related, but technical conditions do not replace the object's functional intent.

Object Quality Requirements include requirements stated under applicable Quality Indicators and other applicable requirements arising from the Applicable Basis. The requirements stated under an Indicator identify conditions the object must meet; they are not merely topics for an examiner to discuss.

4.4 The Support Service as an Integrated Whole

A Support Service Quality Object shall be identified and described in relation to its Support Intended Functions and Support Intended Results. Its Boundaries and Constituents, necessary Support Work and Support Results, applicable life-cycle stages, Interfaces, dependencies, and external contributions shall be established in relation to realization of those functions and results.

The object shall not be bounded in a way that excludes Support Work or Support Results necessary for Function Realization solely because organizational, programmatic, relational, or setting-based boundaries place them outside the object. External contributions shall be accounted for through their inclusion within the object or through identified Interfaces. A contribution alone shall not make an external person or organization a Constituent, and shared participants, resources, or overlapping Boundaries shall not by themselves merge distinct objects.

The Scale and Support Service Quality Object Description shall make the actual subject sufficiently clear to establish the Quality Determination scope and interpret its Findings. Material uncertainty or

limitation in object identification shall be stated because it can restrict what the determination establishes.

4.5 Quality Across Applicable Life-Cycle Stages

Support Intended Functions, Support Intended Results, Essential Work and Results, requirements, object conditions, Interfaces, and Evidence may change across the object's Life Cycle. Quality Determination considers the stages relevant to the intended use and examination scope.

A determination at one time or life-cycle stage does not automatically establish the object's Quality at another time or stage. Changes to the object, requirements, assumptions, Context, or relevant conditions may require further examination or a revised determination.

Iteration may be used to improve the adequacy of object identification, Methodological Resolution, Applicable Basis, examination scope, or Evidence. Material changes to the basis or scope remain traceable and shall not be made merely to obtain a preferred Finding or Claim.

4.6 Relationship Between Object Requirements and Quality Determination

Quality Factors and Quality Indicators retain their stated meanings when applied by AMSI. Applicable AMSI Support Service Quality Standards may establish requirements and may add support-service- specific Object Quality Requirements. A context-specific Quality Outcome Criterion may express or make an applicable requirement more specific for its defined service context; it does not create a separate requirements layer or replace the Object Quality Requirement.

Requirements governing Quality Determination include identification of the object, Applicable Basis, examination scope and conditions, Evidence, Findings, synthesis, and Quality Claims. These Quality Determination Requirements govern the examination process; they are distinct from Object Quality Requirements and are not Findings about the object's condition. Terms in this Standard do not alter these requirements.

For each applicable Object Quality Requirement, the determination establishes a Finding of met, not met, or undetermined. Evidence is considered for sufficiency, truthfulness, and applicability. Findings remain distinct, and their synthesis states what can be established about the object as a whole within the examination scope and conditions.

A Quality Claim, where made, remains within the scope and certainty supported by the synthesized Findings. The Claim identifies the object and communicates material conditions, limitations, or uncertainty relevant to its intended use.

4.7 Applying Requirements to Support-Service Standards

Common quality concepts and methods for determining the Quality of an identified object, including a Support Service Quality Object, are described in this Vocabulary.

An applicable AMSI Support Service Quality Standard applies to a specific type of support service and may add service-specific Object Quality Requirements. It does not replace or weaken other applicable requirements.

The applicable AMSI standard identifies the type of support service and any additional requirements. Applicable laws, regulations, contracts, program rules, occupational and professional requirements, and other relevant sources may also contribute to the Applicable Basis for a particular determination.

4.8 Support-Service Work, Result, and Service

Support Work and Support Result are related but distinct. Support Service describes their bounded relationship within a defined Support Service Quality Object, Support Intended Function, Support Intended Result, Service Context, Boundaries, Interfaces, and Service Period. The relationship is conceptual, not arithmetic. Completion of Support Work or occurrence of a Support Result alone does not establish the Quality of the service as a whole.

4.9 Applying this Vocabulary in AMSI

Applicable AMSI Support Service Quality Standards may establish requirements for specific types of support service. Terms in this Vocabulary retain their stated meanings. This Vocabulary identifies applied concepts; it does not itself establish support-service performance requirements, verification methods, or certification schemes.

4.10 Occupational and role terminology

AMSI occupational terms distinguish the official SOC Occupation from a Job or program title, an AMSI Support Role, a Functional Scope, Competence, and the work actually performed. AMSI identifies functions relevant to support services and does not modify official occupational definitions or applicable legal and professional requirements.

Annex A — Concept Relationships and Diagrams

The relationships below summarize common quality concepts as applied to support services under AMSI. They show conceptual dependencies, not a rigid one-pass procedure.

Identified Support Service Quality Object → Object Description, Scale, Boundaries, Constituents, Interfaces, dependencies, external contributions, Context, and configuration

Support Intended Functions and Support Intended Results → applicable requirements → Quality of the defined support-service object

Applicable Basis and examination scope and conditions → Evidence examination → Finding for each applicable requirement

Distinct Findings and their relevant relationships → Synthesis of Findings → bounded Support Service Quality Claim, where made

Support Work together with Support Result → Support Service. The relationship is considered across relevant Service Periods, Boundaries, Interfaces, and service conditions. Applicable requirements, scope, and Evidence remain traceable.

Alphabetical Index

Terms are listed alphabetically with their clause numbers.

Absence of Reported Service Concern or Observed Service Failure — 3.14.7

Applicable Basis — 3.3.7

Applicable Requirement — 3.3.6

Assumption — 3.6.6

Assumption Drift — 3.6.7

Autonomy — 3.11.13

Blended Occupational Practice — 3.10.9

Boundary — 3.5.4

Caregiver — 3.10.5

Claimant — 3.8.2

Competence — 3.10.13

Constituent — 3.5.5

Context — 3.1.5

Coordinated Support Arrangement — 3.9.8

Critical Condition — 3.7.10

Critical Service Condition — 3.13.2

Essential Work and Results — 3.5.2

Evidence — 3.7.1

Evidence Applicability — 3.7.4

Evidence Sufficiency — 3.7.2

Evidence Truthfulness — 3.7.3

Examination — 3.6.1

Examination Conditions — 3.6.5

Examination Scope — 3.6.4

External Contribution — 3.5.3

Finding — 3.7.5

Finding Status — 3.7.6

First-Party Support Service Quality Claim — 3.14.9

Function Realization — 3.2.3

Functional Requirement — 3.3.4

Functional Scope — 3.10.12

Functional Support Result — 3.11.15

Harm — 3.5.7

Hazard — 3.5.10

Intended Function — 3.2.1

Intended Result — 3.2.2

Interface — 3.5.6

Job — 3.10.6

Life Cycle — 3.5.1

Materiality — 3.7.11

Met — 3.7.7

Methodological Resolution — 3.6.3

Multiple-Role Practice — 3.10.11

Non-Compensability — 3.7.13

Not Met — 3.7.8

Object Condition — 3.1.2

Object Description — 3.1.3

Object of Quality Determination — 3.1.1

Object Quality Requirement — 3.3.2

Occupation — 3.10.1

Occupational Function — 3.10.7

Occupational Time-Sharing — 3.10.10

Organizational and Inter-Service Interface — 3.12.4

Participation — 3.11.11

Participation Support Result — 3.11.16

Person Receiving Support — 3.10.3

Person-Centered Support — 3.11.10

Person–Support Worker Interface — 3.12.3

Possible Harm — 3.5.8

Quality — 3.1.6

Quality Claim — 3.8.1

Quality Determination — 3.6.2

Quality Determination Requirement — 3.3.3

Quality Factor — 3.4.1

Quality Indicator — 3.4.2

Quality State — 3.6.10

Realized Harm — 3.5.9

Recipient — 3.8.3

Reference Source — 3.3.8

Requirement — 3.3.1

Risk — 3.5.17

Risk Control — 3.5.16

Risk Control Objective — 3.5.15

Risk Tolerability Criteria — 3.5.14

Role and Responsibility Arrangement — 3.12.5

Safety — 3.5.18

Scale — 3.1.4

Scenario — 3.5.13

Second-Party Support Service Quality Claim — 3.14.10

Service Context — 3.12.6

Service Period — 3.9.7

SOC-Anchored Occupation — 3.10.2

Stability — 3.11.12

Structural Checkpoint — 3.9.3

Support Intended Function — 3.11.1

Support Intended Result — 3.11.2

Support Result — 3.11.4

Support Role — 3.10.8

Support Service — 3.11.5

Support Service Arrangement — 3.9.4

Support Service Boundary — 3.12.1

Support Service Episode — 3.9.6

Support Service Evidence Continuity — 3.14.4

Support Service Interaction — 3.9.5

Support Service Interface — 3.12.2

Support Service Non-Substitutability — 3.14.1

Support Service Quality — 3.11.9

Support Service Quality Claim Boundary — 3.14.6

Support Service Quality Claim Statement — 3.14.5

Support Service Quality Determination — 3.14.3

Support Service Quality Object — 3.9.1

Support Service Quality Object Description — 3.9.2

Support Service Quality State — 3.14.2

Support Service Quality Verification — 3.14.8

Support Service Quality Verification Independence — 3.14.12

Support Service Realization — 3.11.7

Support Service Realization Pathway — 3.11.8

Support Service Standard — 3.11.6

Support Work — 3.11.3

Support Worker — 3.10.4

Support-Service Quality Outcome Criterion — 3.13.1

Supported Decision-Making — 3.11.14

Synthesis of Findings — 3.7.12

Technical Requirement — 3.3.5

Third-Party Support Service Quality Certification — 3.14.11

Threat — 3.5.11

Traceability — 3.7.14

Uncertainty — 3.6.8

Undetermined — 3.7.9

Unresolved Condition — 3.6.9

Vulnerability — 3.5.12

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