



SUPPORT SERVICE QUALITY APPLIED VOCABULARY STANDARD

AMSI STANDARD VOC1

Revision 2.7 — October 2026

Applied Concepts for Support Services within the Whole Quality Methodology

SUPPORT SERVICE QUALITY 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. Although these support services perform different specific functions and pursue different service results, AMSI examines their quality through a common applied architecture grounded in Function Realization.

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 and other WQI-controlled concepts governed by WQI_VOC1 without modification and defines only the additional concepts needed for the support-service domain.

The distinction is intentional. WQI_VOC1 defines the common Whole Quality vocabulary, while AMSI VOC1 provides the support-service, occupational, and caregiving terms used by ORF1, AMSI Core Standards, Context Guides, diagrams, tools, Quality Determinations, verification, and bounded Quality Claims.

This Revision 2.7 aligns the AMSI Applied Vocabulary with WQI_VOC1 Revision 2.8. It adopts the authoritative WQI vocabulary without redefinition and retains the Revision 2.6 distinctions among the actual Quality State of a Support Service Quality Object, what can be established about that state through Quality Determination, and any subsequent Quality Claim. Revision 2.7 additionally adopts by reference the WQI-controlled concepts of Organization and Organization Quality and the revised Management System concept. For support-service applications, an Organization is a defined organizational whole whose Boundary is not inferred solely from a legal entity, employer, provider, facility, or formal administrative boundary. A Management System is the actual configuration of management through which realization is directed and controlled within a defined realization scope; it may operate within one Organization or include relevant management functions associated with more than one Organization. Its Boundary is established from that actual management configuration rather than assumed from Organization or legal-entity Boundaries. AMSI refers to WQI_QOC1, WQI_QMS1, WQI_EQC1, and WQI_QCC1 for the Organization Quality, Management System Quality, Evidence Quality, and Quality Claim Core architectures and retains the additional concepts needed for support services, including Support Service Standard and the Work–Result relationship.

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
1 Introduction	5
1.1 Purpose	5
1.2 Position Within the Whole Quality Architecture	5
1.3 Relationship to WQI_VOC1	6
1.4 Relationship to AMSI Core Standards and Context Guides	6
1.5 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 Sources	6
3 Applied Conceptual Framework and Vocabulary Scope.....	7
3.1 Principal AMSI Conceptual Dependency	7
3.2 Support-Service Function Realization and Common Core Basis	7
3.3 Work–Result–Service Relationship	7
3.4 Support Service Quality Object as Primary Reference Point	8
3.5 Structural Completeness Before Interpretation	8
3.6 Core Invariance and Context Specificity	8
3.7 Document-Layer Boundary	8
3.8 Vocabulary Scope	8
4 WQI Concepts Adopted by Reference	9
4.1 Governing Rule	9
4.2 Methodology, Object, Function, Boundary, and Context Concepts.....	9
4.3 Quality Architecture and Determination Concepts	9
4.4 Evidence, Uncertainty, and Reference Concepts.....	9
4.5 Organization and Organization Quality by Reference	9
4.6 Management System Quality by Reference	9
4.7 Supporting Cross-Domain and Documentation Concepts.....	10
4.8 Vocabulary and Document-Governance Concepts	10
4.9 Non-Definitional Application Notes	10
5 AMSI Applied Terms and Definitions	10
5.1 Support Service Quality Object	10
5.2 Support Service Quality Object Description	11
5.3 Structural Checkpoint	11
5.4 Support Service Arrangement	11
5.5 Support Service Interaction	11
5.6 Support Service Episode / Service Period	12
5.6.1 Support Service Episode	12
5.6.2 Service Period.....	12
5.7 Coordinated Support Arrangement	12
5.8 Occupation	12
5.9 SOC-Anchored Occupation.....	13
5.10 Principal Human Participants	13
5.10.1 Person Receiving Support.....	13
5.10.2 Support Worker.....	13
5.10.3 Caregiver	13
5.11 Job.....	14
5.12 Occupational Function.....	14

5.13 Support Role	14
5.14 Blended Occupational Practice	14
5.15 Occupational Time-Sharing and Multiple-Role Practice	14
5.15.1 Occupational Time-Sharing.....	14
5.15.2 Multiple-Role Practice.....	15
5.16 Functional Scope.....	15
5.17 Competence	15
5.18 Support Intended Function	15
5.19 Support Intended Result.....	16
5.20 Support Work	16
5.21 Support Result.....	16
5.22 Support Service	16
5.23 Support Service Standard	17
5.24 Support Service Realization	17
5.25 Support Service Realization Pathway	17
5.26 Support Service Quality.....	17
5.27 Person-Centered Support	18
5.28 Participation.....	18
5.29 Stability	18
5.30 Autonomy and Supported Decision-Making	18
5.30.1 Autonomy	18
5.30.2 Supported Decision-Making	19
5.31 Functional Support Result	19
5.32 Participation Support Result.....	19
5.33 Support Service Boundary	19
5.34 Support Service Interface.....	20
5.35 Person–Support Worker Interface	20
5.36 Organizational and Inter-Service Interface	20
5.37 Role and Responsibility Arrangement	21
5.38 Service Context	21
5.39 Core Quality Factor	21
5.40 Core Quality Indicator.....	21
5.41 Context-Specific Quality Outcome Criterion	22
5.42 Critical Service Condition	22
5.43 Support Service Non-Substitutability	22
5.44 Support Service Quality State	22
5.45 Support Service Quality Determination	23
5.46 Support Service Evidence Continuity	23
5.47 Support Service Quality Claim Statement	24
5.48 Support Service Quality Claim Boundary	24

5.49 Absence of Reported Service Concern or Observed Service Failure	24
5.50 Support Service Quality Verification	25
5.51 First-Party Support Service Quality Claim	25
5.52 Second-Party Support Service Quality Claim	25
5.53 Third-Party Support Service Quality Certification	25
5.54 Support Service Quality Verification Independence	26
6 Rules for AMSI Applied Vocabulary Use and Development	26
6.1 Adoption of WQI-Controlled Concepts	26
6.2 Introduction of AMSI Applied Concepts	26
6.3 Qualified and Unqualified Terms	26
6.4 Core Invariance	26
6.5 Context Guide Interpretation	26
6.6 SOC Anchoring	27
6.7 Caregiver Umbrella Term	27
6.8 Blended and Multiple-Role Practice	27
6.9 Stabilized Terminology	27
6.10 Cross-References and Reproduction	27
6.11 Controlled Evolution	27
7 Scope, Applicability, and Exclusions	28
7.1 Scope	28
7.2 Applicability	28
7.3 Relationship to External Requirements	28
7.4 Exclusions	28
Annex A (informative) — WQI Root-to-AMSI Applied Vocabulary Matrix	28
Annex B (informative) — Structural Checkpoints and Conceptual Dependency Map	31
B.1 Structural Checkpoint Questions	31
B.2 Conceptual Dependency Questions	31
Copyright and Use Notice	32

1 Introduction

This Standard supports consistent terminology across AMSI standards, Context Guides, occupational references, determination and verification methods, diagrams, tools, and supporting publications.

1.1 Purpose

1.2 Position Within the Whole Quality Architecture

It adopts the Whole Quality concepts governed by WQI_VOC1 and defines the additional Applied Concepts needed for consistent use of the Whole Quality methodology within the American Support Standards Initiative.

This Standard establishes the AMSI Applied Vocabulary for support services.

1.3 Relationship to WQI_VOC1

- ORF1 provides the SOC-anchored occupational reference.
- AMSI Context Guides interpret those requirements for defined support-service contexts.
- AMSI Core Standards establish requirements.
- AMSI VOC1 extends that vocabulary for support services.
- WQI_VOC1 defines the common Whole Quality vocabulary.
- Foundational Articles explain.

Within the Whole Quality document architecture:

AMSI VOC1 is the Applied Vocabulary for support services.

1.4 Relationship to AMSI Core Standards and Context Guides

WQI_VOC1 governs the Whole Quality Root Concepts and other WQI-controlled concepts used by AMSI. AMSI VOC1 does not redefine those concepts. It defines only the additional support-service, occupational, and caregiving concepts needed for AMSI applications. Where WQI_VOC1 establishes an invariant cross-domain architecture, including Evidence Quality and Management System Quality, AMSI adopts that architecture and provides only support-service-specific interpretation where needed.

1.5 Intended Use

AMSI Context Guides apply and interpret the applicable Core Standard for defined support-service contexts. They may provide context-specific detail without changing the authoritative definitions established by the governing vocabularies.

The AMSI Support Service Core Standard and other AMSI standards use the vocabulary established by WQI_VOC1 and AMSI VOC1.

2 Reference Documents

2.1 Governing Whole Quality References

- WQI_VOC1 — Whole Quality Root Vocabulary Standard, Revision 2.8, October 2026.
- WQI_QOC1 — Organization Quality Standard — Core; WQI_QMS1 — Management System Quality Standard — Core; WQI_EQC1 — Evidence Quality Standard — Core; WQI_QCC1 — Quality Claim Standard — Core; and relevant WQI Foundational Articles, current controlled editions.

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.

2.3 External Sources

- 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 laws, regulations, program rules, contracts, professional standards, service authorizations, funding conditions, occupational requirements, scientific knowledge, and other justified sources may form part of the Applicable Basis, the Reference Layer, or both, depending on their methodological role. They

do not control the meaning of WQI-controlled 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

The principal AMSI conceptual dependency distinguishes the actual condition of the Support Service Quality Object from what can be established about that condition and from any subsequent claim. Reality: Support Service Quality Object → Support Service Quality State. Support Service Quality Determination: Support Intended Function(s) and Support Intended Result(s) → Function Realization → Core Quality Factors → Core Quality Indicators → applicable Quality Outcome Criteria. Applicable Basis and Reference Layer establish or support what applies and what is expected. Evidence concerning actual condition, considered through Evidence Quality, supports Evidence-Supported Findings about the Support Service Quality State and applicable Quality Factor Interpretation. Quality Claim formation, where a Support Service Quality Claim is made, proceeds from applicable Findings through Materiality and Synthesis of Material Findings to a supportable Conclusion or, where no substantive Conclusion can responsibly be expressed, Refusal to Express a Conclusion, and then to the Quality Claim. A Quality Claim may also communicate specific applicable Findings without an overall Conclusion where its Intended Function and Applicable Basis do not require one. Scale, Support Service Boundaries, Support Service Interfaces, Service Context, Methodological Resolution, Applicable Basis, Reference Layer, Evidence Quality, Uncertainty, Failure-Mode Families, Critical Service Conditions, Support Service Non-Substitutability, Materiality, and Traceability support or constrain the applicable relationships. Evidence Quality constrains what Evidence can responsibly support; it does not create or alter the underlying Support Service Quality State. Application may involve iterative refinement and is not a rigid one-pass sequence.

3.2 Support-Service Function Realization and Common Core Basis

Support Service Quality Objects may have different Support Intended Functions and Support Intended Results. Depending on the defined service, these may concern personal care, health-related support, daily-life functioning, community participation, residential support, educational support, employment support, or combinations of these and other required support-service functions.

These differences do not by themselves require different Core quality architectures. Function Realization concerns how the defined Support Service Quality Object realizes its applicable Intended Functions and Intended Results. Across support-service contexts, the specific Support Service Realization Pathways, occupations, roles, activities, populations, settings, technologies, Support Service Boundaries, Support Service Interfaces, service conditions, and Failure Modes may differ, while the principal quality dimensions through which Function Realization is examined remain common.

The AMSI Support Service Core Quality Factors and Core Quality Indicators represent these common dimensions for support services. Applicable Quality Outcome Criteria may be established by the applicable AMSI Core Standard where sufficiently invariant, stated by an applicable Context Guide for a defined support-service context, or established and justified for a declared application through the Applicable Basis and Reference Layer. Context-specific criteria may be informed by the applicable Support Intended Functions and Support Intended Results, Support Service Realization Pathways, Failure Modes, Critical Service Conditions, and Evidence needs. The Reference Layer identifies the sources used to establish or justify applicable requirements, expected states, methods, and acceptance conditions.

3.3 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 defined 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(s), Support Intended Result(s), Support Service Boundaries, Support Service Interfaces, Service Period, Applicable Basis, Quality Outcome Criteria, Evidence, and Quality 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.

3.4 Support Service Quality Object as Primary Reference Point

Every Support Service Quality Determination begins with a defined Support Service Quality Object. The object provides the primary reference point for its Intended Functions and Intended Results, Function Realization, Scale, Boundaries, Interfaces, Service Context, Methodological Resolution, Applicable Basis, Quality Factors, Quality Indicators, Quality Outcome Criteria, Evidence needs, the permissible scope of what can be established about its Support Service Quality State, and any resulting Support Service Quality Claim. Support Service Quality Objects may overlap or share participants, organizations, resources, Interfaces, information, or other elements without merging their Quality States.

3.5 Structural Completeness Before Interpretation

Structural Checkpoints provide an AMSI application-level completeness check on the Support Service Quality Object Description before detailed interpretation proceeds. They are supporting applied documentation checks, not WQI Root Concepts and not a mandatory step in the WQI principal conceptual pathway. Where the object or description is incomplete or ambiguously bounded, it should be refined, restricted, or qualified before a broad Support Service Quality Determination or Quality Claim is made.

3.6 Core Invariance and Context Specificity

The AMSI Support Service Core Intended Function framework, Core Quality Factors, and Core Quality Indicators are invariant across AMSI Support Service Context Guides. The specific Support Intended Functions and Support Intended Results of a declared Support Service Quality Object may differ by context. Where an Organization is separately defined as the Quality Object, WQI_QOC1 governs its Core architecture. Where a Management System is separately defined as the Quality Object, WQI_QMS1 governs its Core architecture. Organization Quality, Management System Quality, and Support Service Quality concern distinct Quality Objects even where their scopes overlap or correspond.

3.7 Document-Layer Boundary

This Standard is the authoritative source for AMSI Applied Concepts and essential vocabulary-use rules. AMSI ORF1, the AMSI Support Service Core Standard, Context Guides, 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 the AMSI Support Service Core Standard; bounded Context-Specific Interpretation belongs in applicable AMSI Context Guides; and WQI_QCC1 governs the Core requirements for determining the Quality of a Quality Claim.

3.8 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 Concepts Adopted by Reference

4.1 Governing Rule

All WQI Root Concepts and other WQI-controlled concepts used within AMSI apply with the authoritative definitions and methodological status 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; Intended Function; Intended Result; Function Realization; Scale; Methodological Resolution; Boundary; Interface; Boundary Transparency; Interface Transparency; Context; Applicable Basis; 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 Determination; Quality State; Materiality; Synthesis of Material Findings; Positive Conclusion; Conditionally Positive Conclusion; Negative Conclusion; Refusal to Express a Conclusion; Quality Claim; Traceability.

4.4 Evidence, Uncertainty, and Reference Concepts

AMSI adopts by reference the Evidence and Evidence Quality concepts defined in WQI_VOC1, including Evidence Sufficiency, Evidence Trustworthiness, Evidence Applicability, Uncertainty, and Traceability. WQI_EQC1 establishes the governing Evidence Quality Factor and Indicator architecture.

Evidence Quality is distinct from the Quality of the Support Service. AMSI applies WQI_EQC1 to support-service Evidence without redefining its architecture.

Application note. High Evidence Quality does not establish a favorable Support Service Quality State. Limited Evidence Quality constrains what may responsibly be found about the Support Service; it does not by itself establish an unfavorable state.

4.5 Organization and Organization Quality by Reference

WQI_VOC1 defines Organization and Organization Quality. WQI_QOC1 establishes the applicable Core architecture when an Organization is separately defined as the Quality Object. AMSI uses those documents by reference and does not establish a separate AMSI Organization Quality architecture.

In a support-service Context, the relevant Organization is the defined organizational whole, not automatically a legal entity, employer, provider, facility, program, or administrative unit. Its Boundary is established according to the organizational whole being defined. An Organization may comprise an entire legal entity, a defined part of one, or organizational elements associated with more than one legal entity where those elements constitute the defined organizational whole. An Organization Quality Object is distinct from the Support Service and from any Management System used in its realization; their Quality States require separate determinations.

4.6 Management System Quality by Reference

WQI_VOC1 defines Management System and Management System Quality. WQI_QMS1 establishes the applicable Core architecture when a Management System is separately defined as the Quality Object. AMSI uses those documents by reference and does not establish an AMSI Management System Quality architecture.

For a Support Service, the relevant Management System is the actual configuration of management through which service realization is directed and controlled within the defined realization scope. It may operate within one Organization or include relevant management functions associated with more than

one Organization. Its Boundary is established from the actual management configuration, including applicable management functions, duties, responsibilities, authorities, relationships, Interfaces, and other relevant elements, and shall not be inferred solely from the Boundary of an Organization, legal entity, employer, provider, facility, or administrative unit. A Management System Quality Object is distinct from the Organization or Organizations involved and from the Support Service or Support Work it is used to realize; their Quality States require separate determinations.

4.7 Supporting Cross-Domain and Documentation Concepts

Data; Lifecycle; Harm; Harm-capable condition; Harm Pathway; Possible Harm; Conditions of Materialization; Realized Harm; Risk; Safety; Organization; Organization Quality; Management System; Management System Quality; Management System Intended Function; Management System Intended Result; Management System Quality Architecture; Requirements Realization; Realization Capability; Quality-State Determination; Quality-State Information; Quality-State Influence; Lifecycle and Interface Realization; Management System Quality Indicators; Quality Object Description; Quality Determination Record.

4.8 Vocabulary and Document-Governance Concepts

Foundational Article; Root Vocabulary; Root Concept; Applied Vocabulary; Applied Concept; Standard; Product Standard; Service Standard; Core Standard; Context Guide; Context-Specific Interpretation; Authoritative Definition; Conceptual Dependency. AMSI-specific terms retain their status as Applied Concepts where they add meaning needed for support services and do not redefine WQI concepts.

4.9 Non-Definitional Application Notes

AMSI documents may explain how a WQI-controlled concept applies to Support Services or use a qualified AMSI Applied Concept. Such explanation shall preserve the authoritative WQI meaning and shall not create a competing definition. Support Service Quality Verification and Support Service Quality Verification Independence remain AMSI Applied Concepts governed here and by an applicable authorized verification methodology.

5 AMSI Applied Terms and Definitions

5.1 Support Service Quality Object

Definition. A defined Support Service whole, arrangement, episode, period, or other support-service subject whose Quality is being determined.

Note 1. Definition of the object establishes the subject of the Quality Determination; Scale, Boundaries, Interfaces, Service Context, and Methodological Resolution further establish how that subject is considered and examined.

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 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 Quality Object without becoming a separate Quality 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.

5.2 Support Service Quality Object Description

Definition. 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.

5.3 Structural Checkpoint

Definition. 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.

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 defined 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 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 defined 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 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.

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 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.

5.10.3 Caregiver

Definition. 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.

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 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.

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 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 defined 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 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. The AMSI Support Service Core Intended Function framework is invariant across Context Guides. The specific Support Intended Functions, Support Intended Results, and context-specific subfunctions of a declared Support Service Quality Object may differ without changing the invariant Core architecture.

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.

5.19 Support Intended Result

Definition. 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.

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 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.

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 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.

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 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.

5.23 Support Service Standard

Definition. The support-service-specific form of Service Standard: a Standard that establishes requirements, specifications, characteristics, or other provisions applicable to a defined Support Service and its realization for its intended purpose.

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, Quality Outcome Criteria, 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 AMSI Core Standard may function as a Support Service Standard where it establishes the invariant Quality architecture and requirements applicable to a defined support-service domain.

5.24 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.

5.25 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 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 Quality Outcome Criteria, Evidence, Support Service Interfaces, and Critical Service Conditions.

5.26 Support Service Quality

Definition. The application of the WQI Root Concept Quality to a defined Support Service Quality Object: the degree to which the object realizes its Support Intended Functions and Support Intended Results within declared Support Service Boundaries and Support Service Interfaces, as interpreted against defined Quality Outcome Criteria and supported by Evidence whose Quality is sufficient for the intended Support Service Quality Determination.

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

Note 2. Quality Outcome Criteria, Evidence, Quality Determination, and Quality Claims are used to interpret, establish, and communicate 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.

5.27 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 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.

5.28 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.

5.29 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.

5.30 Autonomy and Supported Decision-Making

5.30.1 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.

5.30.2 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.

5.31 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.

5.32 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.

5.33 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 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.

5.34 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 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.

5.35 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 defined Support Service Quality Object, or external when one participant remains outside a more narrowly declared object.

5.36 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 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.

5.37 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 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.

5.38 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 defined 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.

5.39 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.

5.40 Core Quality Indicator

Definition. A Quality Indicator established in an applicable AMSI Core Standard as an invariant aspect of a Core Quality Factor that identifies what should be examined across the Context Guides governed by that Core Standard.

Note 1. A Core Quality Indicator identifies what should be examined to understand the Core Quality Factor; it does not prescribe the examination method or by itself state the expected condition.

Note 2. The expected condition is stated through an applicable Quality Outcome Criterion. Where that criterion is established for a defined Service Context, AMSI may identify it as a Context-Specific Quality Outcome Criterion.

5.41 Context-Specific Quality Outcome Criterion

Definition. A Quality Outcome Criterion established or selected for a Core Quality Indicator within a defined Service Context that states the expected state or result against which observations associated with that Indicator are interpreted.

Note 1. A Context-Specific Quality Outcome Criterion shall remain traceable to a Core Quality Indicator and appropriate to the defined Support Service Quality Object, Service Context, Service Period, and intended Quality Determination or Support Service Quality Claim.

Note 2. The Context-Specific Quality Outcome Criterion should have a traceable substantive basis. Applicable Basis establishes or justifies what applies; the Reference Layer identifies the sources used to establish or justify the expected state or result.

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.

5.42 Critical Service Condition

Definition. 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.

5.43 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 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 Core Quality Factors, Core Quality Indicators, participants, Support Work, Support Results, Service Periods, and Evidence areas where substitution would conceal a material deficiency.

5.44 Support Service Quality State

Definition. 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 WQI Root 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.

5.45 Support Service Quality Determination

Definition. The Evidence-based process of determining what can be established about the Support Service Quality State of a defined Support Service Quality Object through evaluation of Evidence in relation to applicable Quality Outcome Criteria.

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 Layer, Core Quality Factors and Indicators, applicable Quality Outcome Criteria, Evidence and Evidence Quality, Evidence-Supported Findings, Quality Factor Interpretation, 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.

5.46 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 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 interpretation, 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.

5.47 Support Service Quality Claim Statement

Definition. 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.

5.48 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, relevant Evidence Quality 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.**

5.49 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.

5.50 Support Service Quality Verification

Definition. A structured confirmation, separate from the underlying Support Service Quality 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 defined 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 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.

5.51 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 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.

5.52 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 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.

5.53 Third-Party Support Service Quality Certification

Definition. 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 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.

5.54 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. The applicable authorized verification or certification methodology establishes the procedural safeguards and records required for the applicable purpose.

6 Rules for AMSI Applied Vocabulary Use and Development

6.1 Adoption of WQI-Controlled Concepts

AMSI documents shall adopt WQI Root Concepts and supporting WQI-controlled concepts with their authoritative definitions and classifications established in WQI_VOC1. Application notes may explain support-service use, but shall not create a competing meaning or promote a supporting controlled concept to a Root Concept.

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 WQI-controlled term such as Quality State, Evidence Quality, Organization, Organization Quality, Management System, Management System Quality, or Critical Condition retains its WQI_VOC1 meaning. A qualified AMSI term adds support-service scope while preserving the governing WQI meaning.

6.4 Core Invariance

The AMSI Support Service Core Intended Function framework, Core Quality Factors, and Core Quality Indicators shall remain invariant across AMSI Support Service Context Guides. Specific Support Intended Functions and Support Intended Results may vary by context without changing the Core architecture. A separate Organization Quality determination refers to WQI_QOC1. A separate Management System Quality determination refers to WQI_QMS1.

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. Applicable Quality Outcome Criteria may also be established by the governing Core where sufficiently invariant or by another justified application-specific

basis consistent with the Applicable Basis and Reference Layer. A Context Guide 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 Organization and Organization Quality with their WQI_VOC1 meanings and refer to WQI_QOC1 for the applicable Core architecture. Use Management System and Management System Quality with their WQI_VOC1 meanings and refer to WQI_QMS1 for the applicable Core architecture. Do not infer an Organization Boundary or Management System Boundary solely from a legal entity, employer, provider, facility, program, or administrative unit. Use Quality State and Quality Determination when those WQI-controlled concepts are intended. Apply AMSI-qualified terms only when support-service scope adds a distinct meaning.

6.10 Cross-References and Reproduction

AMSI ORF1, Core Standards, Context Guides, 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, diagrams, tools, Support Service Quality 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. A change to WQI-controlled Organization Quality, Management System Quality, or Quality Claim architecture shall be incorporated through WQI revision control rather than created independently within AMSI.

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. Such sources may contribute to the Applicable Basis, the Reference Layer, or both, depending on the methodological role they perform in a particular Support Service Quality Determination.

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 defined Support Service Quality Object, including interpretation against applicable Quality Outcome Criteria and Evidence whose Quality is sufficient for the intended Quality Determination.

WQI Root Concept	AMSI Applied Concept	Support-Service Application
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 defined Support Service Quality Object is required or intended to do and the result intended from its 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 Determination	Support Service Quality State; Support Service Quality Determination	Applies the WQI determination sequence to the defined Support Service Quality Object.
Evidence	Support Service Evidence Continuity	Maintains Evidence traceability and usability across participants, episodes, periods, transfers, and systems.
Quality Claim	Support Service Quality Claim Statement; Support Service Quality Claim Boundary	Communicates a bounded Support Service quality conclusion without exceeding the supporting Quality 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.
Methodological Resolution	Support-service Methodological Resolution	Degree of support-service-quality detail used to examine the defined Support Service Quality Object.
Applicable Basis	Support-service applicable bases	Laws, program requirements, contracts, service requirements, individual plans, professional requirements, evidence-based practice, and other justified bases that establish what applies.
Evidence Quality	Adopted directly	Quality of support-service Evidence for the Findings and

WQI Root Concept	AMSI Applied Concept	Support-Service Application
		Quality Determination it supports.
Evidence Sufficiency	Adopted directly	Whether available support-service Evidence provides enough support for the intended scope and certainty of the Finding and Quality Determination.
Evidence Trustworthiness	Adopted directly	Whether support-service Evidence can be relied upon as representing the condition that it purports to represent.
Evidence Applicability	Adopted directly	Whether support-service Evidence can properly be used to support the particular Finding and Quality Determination.
Traceability	Support Service Traceability	Ability to follow applicable bases and Evidence through Findings, interpretations, Quality State, and Quality Claim.
Standard; Service Standard	Support Service Standard	Applies the WQI-controlled Service Standard concept to the whole defined Support Service, including its Work-Result relationship and other material constituents, Boundaries, Interfaces, Context, and temporal basis.
Organization	Adopted directly	Defined organizational whole applicable to the support-service Context; its Boundary is established according to that whole and is not inferred solely from a legal entity, employer, provider, facility, or formal administrative boundary.
Organization Quality	Adopted directly	WQI_QOC1 supplies the common Core architecture where an Organization is defined as the Quality Object in a support-service Context. Organization Quality remains distinct from Support Service Quality and Management System Quality.
Management System	Adopted directly	Actual configuration of management through which support-service realization is

WQI Root Concept	AMSI Applied Concept	Support-Service Application
		directed and controlled within a defined realization scope; its Boundary is established from the relevant management configuration and may operate within one Organization or include relevant management functions associated with more than one Organization.
Management System Quality	Adopted directly	WQI_QMS1 supplies the common Core architecture for a Management System defined as the Quality Object. Its Quality State remains distinct from the Quality States of the Support Service and any Organization involved.

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 Determination and proposed Support Service Quality Claim Boundary?

B.2 Conceptual Dependency Questions

Where an Organization is separately defined as the Quality Object, refer to WQI_QOC1. Where a Management System is separately defined as the Quality Object, refer to WQI_QMS1. Keep the Organization Quality State, Management System Quality State, and Support Service Quality State distinct even where their scopes overlap or correspond.

- Where an Organization is relevant to the Support Service, what defined organizational whole is being considered, and does its Boundary reflect that whole rather than being assumed from a legal entity, employer, provider, facility, or administrative boundary?
- Where a Management System is relevant to Support Service realization, what is the defined realization scope and what actual configuration of management directs and controls that realization?

- Does the Management System Boundary include the relevant management functions, duties, responsibilities, authorities, relationships, and Interfaces, including functions associated with more than one Organization where applicable, rather than being assumed from an Organization or legal-entity Boundary?
- What is the defined 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 apply to the defined object?
- Which Standards, including any applicable Support Service Standard, contribute to the Applicable Basis or Reference Layer, and what authority and scope do they have for the defined Support Service Quality Object?
- 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?
- Which Core Quality Factors must be understood, and what do the Core Quality Indicators identify for examination?
- Which applicable Quality Outcome Criteria state the expected conditions, and are they established by the governing Core, an applicable Context Guide, or another justified application-specific basis?
- What Evidence is available concerning the actual condition of the Support Service Quality Object, and is it sufficient, trustworthy, and applicable for the Findings and intended Support Service Quality Determination?
- Where multiple Support Intended Functions or Support Intended Results are examined, is the Evidence sufficient, trustworthy, and applicable for each Finding it is used to support?
- What Critical Service Conditions, Uncertainty, Assumptions, and Unresolved Conditions remain, and how do they constrain what can responsibly be established or claimed?
- What can responsibly be established about the Support Service Quality State through the Support Service Quality Determination?
- What applicable Findings are material to any intended Support Service Quality Claim; what Conclusion, if any, do the material Findings support through Synthesis of Material Findings; and what bounded Support Service Quality Claim Statement or Statements can responsibly be communicated?

Copyright and Use Notice

Copyright © Support Service Quality 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.