



## ISWP Wheelchair Service Provider (WSP) Certification

### Introduction

ISWP's Wheelchair Service Provider certification acknowledges that providers have received appropriate wheelchair service provision training and have the knowledge at the basic level and have received appropriate training, which are valuable to both employers and wheelchair users. Certified providers are acknowledged as a Certified Wheelchair Service Providers for 2 years on ISWP's Wheelchair International Network (WIN).

This certification is intended for all clinicians, technicians, students and community workers who are partly or fully involved in wheelchair service provision.

The process is currently available in English and Spanish.

*To obtain certification, one must complete the following in ISWP's Wheelchair International Network (WIN):*

1. [Pass the ISWP Wheelchair Service Provision-Basic Test](#). If an applicant fails the exam, he/she must wait 30 days to retake the exam. The applicant needs to score 70% and above to be eligible to proceed with the next steps.
2. Complete an online training module in [Ethics and Professionalism course](#)
3. Please read and consent to the [ISWP Wheelchair Service Provider \(WSP\) Certification Ethical Standards of Practice](#) and then [pass the Ethics and Professionalism Test](#) If an applicant fails the exam, he/she must wait 30 days to retake the exam. The applicant needs to score 80% and above to be eligible to proceed with the next steps.
4. Submit supporting documents including letter from supervisor or instructor listed here: <https://wheelchairnetwork.org/wsp-certification-initial-form/>
  - a. The applicant should be prepared to supply updated/latest evidence of training including: training certificate, name of training or courses completed, transcript on official letterhead if applicable, and/or licenses and certifications. The certification process will be reviewed (audited) regularly; as part of the process, the applicant will be asked to provide this additional information.

*Optional activities in WIN to prepare for certification include:*

1. [Online preparatory course including presentations, case studies, and selected readings that cover all testing domains](#)
2. Self-study of the [WHO Wheelchair Service Training Package – Basic Level](#).

*More details on the re-certification (eligible to submit re-certification every 2 years) process and the appeal process (if the re-certification is denied) is available in the website.*





**Pricing:**

Initial Certification

In order to cover operational costs, ISWP collects a modest fee. The prices are listed in the following table (the pricing table is based on professional status and resource setting). We also offer bundle pricing for groups of 5 or more. There is also a fee associated with re-certification (please see below for this information).

INCOME SETTINGS	CATEGORIZATION OF APPLICATIONS	PRICE IN USD
HIGH	Post-professional	\$125
	Pre-professional (proof of student status required)	\$55
MEDIUM	Post-professional	\$65
	Pre-professional (proof of student status required)	\$30
LOW	Post-professional	\$30
	Pre-professional (proof of student status required)	\$15

For more information on the countries classified via income settings, please refer here <https://datahelpdesk.worldbank.org/knowledgebase/articles/906519-world-bank-country-and-lending-groups>

*Note:* “Low” and “Lower-middle income” countries are classified as “Low” and “Upper-middle income” countries are classified as “Medium” for the certification fees.



Bundle Pricing

Income settings	Categorization of applications	No Discount for a group of 2 to 4	Bundle 1 Pricing (for 5 to 10 people)	Bundle 2 Pricing (for 11 to 49 people)	Bundle 3 Pricing (for 50 to 99 people)	Bundle 4 Pricing (for over 100 people)
High	Post-professional		10%	15%	25%	35%
	Pre-professional (proof of student status required)		10%	15%	25%	35%
Medium	Post-professional		10%	15%	25%	35%
	Pre-professional (proof of student status required)		10%	15%	25%	35%
Low	Post-professional		10%	15%	25%	35%
	Pre-professional (proof of student status required)		10%	15%	25%	35%

Note: We are happy to accommodate requests for bundle pricing for more than 100, please directly contact Krithika Kandavel at [krithikak@pitt.edu](mailto:krithikak@pitt.edu)

Re-certification Cost

Income settings	Categorization of applications	Price in USD
High	Post-professional	\$90
	Pre-professional (proof of student status required)	\$25
Medium	Post-professional	\$40
	Pre-professional (proof of student status required)	\$15
Low	Post-professional	\$15
	Pre-professional (proof of student status required)	\$7



### Other Fees

If an applicant fails the ISWP Wheelchair Service Provision-Basic Test in their 2<sup>nd</sup> attempt, they cannot move forward with their application and must wait 30 days to retake the test.

Applicants who need to retake the test in their 3<sup>rd</sup> attempt will be charged an additional certification fee. If the test is retaken within 1 year, the applicant is eligible for a 50% discount on certification fee.

On May 27, the Professional Standards Board (PSB) unanimously voted that the re-certification time period for all students will start only after graduation.

### Process for Appeal

Appeal must be submitted to ISWP in writing within 14 days after the result confirmation date. The appeal must include a detailed written explanation that specifically states the reason(s) for the appeal, and why the appeal should be granted. Failing the examination alone is not sufficient grounds for an appeal. Please send your appeal to Krithika Kandavel at [krithikak@pitt.edu](mailto:krithikak@pitt.edu) The Professional Standards Board (PSB) will assemble an Appeal panel of three PSB members who will review the appeal and the exam results and then issue a decision about the candidate's score. Within two months of receiving the appeal letter, ISWP will provide a response to the candidate regarding the outcome of the appeal.

*June 3<sup>rd</sup>, 2020*

