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USAID'S HEALTH EVALUATION AND APPLIED RESEARCH DEVELOPMENT (HEARD) PROJECT

ISWP Professional Standards Board (PSB)

January 21, 2022 Meeting Minutes

The ISWP Professional Standards Board (PSB) met by conference call on Friday, January 21, 2022 from 8:00 a.m. to 9:00 a.m. U. S. Eastern Standard Time/12:00-13:00 GMT. This provides a recap. Link to meeting recording: [link](#).

Discussion: Action items are shown in bold/underline.

Next Meeting: Please input your availability in this [Doodle poll for the April 2022 meeting](#).

1. **New Member:** Herbert Omoding, Motivation Africa, a PT in Uganda, is replacing Patience Mutiti on the PSB.
2. **Approval of Minutes and Agenda:** The October 14, 2021, meeting minutes and January 21, 2022 meeting agenda were approved.
3. **Website:** A new landing page for the Certification was launched in October 2021. Page views increased by 2% in October-December 2021 compared to July-September 2021. The ISWP team believes the page redesign contributed to the increase, along with the increase in training events held during the fourth quarter.
4. **Certified Providers:** The number of certified providers increased by 42. Of the 42, 24 providers were certified following a hybrid basic training with Loh Medical in Colombia; 14 were certified in Sudan through Mobility India. New countries are Kenya, Russia and Sweden. The new certifications generated \$2,000 in revenue.

Regarding recertification, 14 recertified in English, and 8 recertified in Spanish. A total of 22 individuals are eligible for recertification in 2022.

ISWP offered a 20% discount for Mobility India alumni (n=364 alumni).

A few people (n=3) used the 20% discount offered at the holidays to those eligible to receive the certificate.

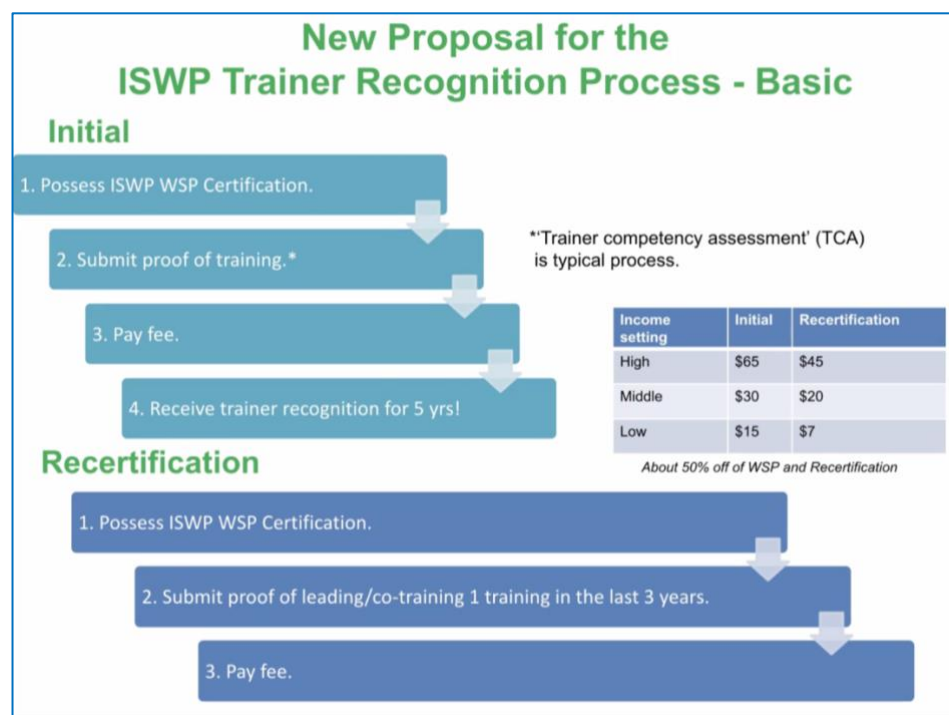
ISWP is actively partnering with ISPO on Hybrid-basic training and certification for educators who are affiliated with ISPO accredited programs. The training will take place

International Society of Wheelchair Professionals
6425 Penn Avenue, Suite 401, Pittsburgh, PA 15206 USA
<https://www.wheelchairnetwork.org>

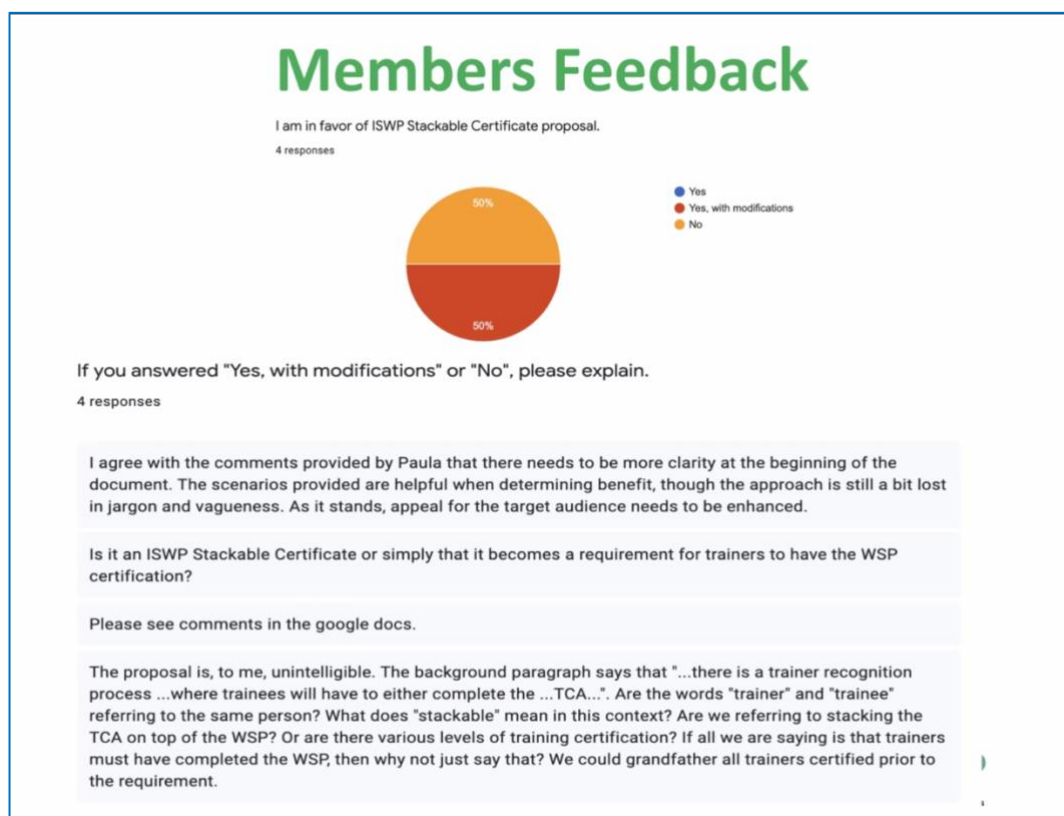
during ISPO's Global Educators Meeting (GEM) to be held in June 2022. Participants will pay for the certification. Seventy-five (75) providers participated on a kick-off call held on January 19; we hope at least 25 will participate in the training. Ultimately, the goal is to have the ISPO educators who receive the Basic certification pursue the Training of Trainer (ToT) certification.

Legislation passed recently in Colombia requires that each company manufacturing or importing wheelchairs will need to have a technical director at the company who is certified at intermediate level by ISWP. The government also is creating different roles in wheelchair service provision, as well as skills needed, and will require the ISWP certification. ISWP will offer intermediate training and will create an Intermediate Wheelchair Service Provider Certification. The proposed intermediate certification will be presented to the PSB in April 2022.

5. **Annual review of WSP and recertification:** The review will be sent to the PSB the week of January 31.
6. **Basic knowledge Test 2.0:** Subject matter experts completed a content validity survey to determine if the Basic knowledge test questions accurately reflect the different domains of the wheelchair service provision process. The subject matter experts committee will review results in coming weeks. The plan is to launch a new test in spring 2022.
7. **Stackable Certificate:** Mary outlined the proposed trainer recognition process incorporating certification, which ISWP is calling a "stackable certificate"; see below.



Based on a survey of PSB members, half are not in favor of the approach; the other half are in favor with modifications.



Mary provided additional clarification:

- There are two certification levels: Basic and Trainer.
- The Trainee Competency Assessment (TCA), which is completed by a mentor who observes the trainer in training, has been a barrier because the trainer in training does not always have an observer to confirm the training and to complete the TCA. ISWP proposes that a letter from a supervisor would be sufficient to justify the person did conduct the training.

PSB comments:

- Clarify the certificate. It is difficult for people to understand the trainer certificate since there are different ToT levels: Basic, Intermediate and Managers and Stakeholders. Mary explained the trainer certificate would apply to any of the ToT levels.
- Suggest that the trainer in training submit documentation such as evaluation forms from trainees or participants' test results to get a better sense of how the person delivered the training.
- Create the visual so the incentive and benefits of the certificate are clear for the

target audience. Always consider why someone would want to seek the certification and pay for it. Provide supporting data, if available. (Sara's suggestions: Improve your training skills; teach in the right way; make sure your trainees are learning; learn new training and facilitating methods; strengthen your expertise).

- Make the process simple to reach a wide audience across many cultures and to increase the number of certified providers.
- Consider measuring satisfaction of trainers and self-efficacy in performing training to support the value of the certification; e.g., how do you perceive your training has improved as result of receiving the ToT?

ISWP team to conduct survey among current trainers about their experience as a trainer and why the ToT is valuable to them.

8. **UNICEF Tender:** Sharmini mentioned that the UNICEF tender process for wheelchairs has been issued. UNICEF plans finalize everything related to the physical product side by end of first quarter 2022. It is anticipated that products will be available in fall 2022. Importantly, there should be a provision aspect to the process. **ISWP team** to contact the UNICEF team to confirm the provision step and to promote the ISWP certification as an opportunity to provide credibility. Perry offered to help contact UNICEF.
9. **Grandfathering Process:** ISWP has had ongoing conversations with RESNA and Seating to Go, New Zealand regarding the certification. RESNA has both an Assistive Technology Professional (ATP) and Seating Mobility Specialist (SMS) certification. The New Zealand group has its wheelchair seating certification. ISWP proposes approaching groups to offer the ISWP certification by providing a coupon code for free certification to first 50 people in each group. This would establish a strong partnership with the organizations, raise awareness of the ISWP certification among their members, and increase the number of certified providers by 100. ISWP is invited to present at the 2022 Oceania Seating Symposium and plans to announce the special offer.

Perry suggested charging the certification fee (\$125 for professionals in high-income countries) as discounting could send the wrong message. If it doesn't work in the first couple of months, provide a coupon code. The tendency is to undervalue the product/service. Paula mentioned that the certification discount was offered at OSS in Melbourne a couple of years ago; however, no one took advantage of the offer.

Another option is to offer a modest discount (such as 10%) for anyone who pursues the certification and recommends a peer who completes it, as well.

Participants (*check mark indicates participation on call*):

✓	Sharmini Constantinescu, DDO
	Francois Friedel, ICRC
	Rosemary Joan Gowran, University of Limerick
✓	Perry Loh, Loh Medical
✓	Herbert Omoding, Motivation Africa
✓	Paula Rushton, University of Montreal
	Jeff Spohr, Canadian Provincial Government
✓	CJ Stanfill, Pencils of Promise
✓	Mary Goldberg, ISWP
✓	Krithika Kandavel, ISWP
✓	Sara Munera Orozco, ISWP
✓	Nancy Augustine, ISWP

Prepared by Nancy Augustine and Krithika Kandavel