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

ISWP Professional Standards Board (PSB)

October 14, 2021 Meeting Minutes

The ISWP Professional Standards Board (PSB) met by conference call on Thursday, October 14, 2021 from 8:00 a.m. to 9:00 a.m. U. S. Eastern Daylight Saving Time/12:00 p.m. to 1:00 p.m. GMT. This provides a recap. [Link to meeting recording](#)

Next Meeting: Please complete the [doodle poll](#) for the January 2022 meeting

Discussion: Action items are shown in bold/underline.

1. **Approval of Minutes and Agenda:** The July 9, 2021 meeting minutes and October 14, 2021 meeting agenda were approved.
2. **Website Traffic:** Traffic to the WIN website increased by 19% in July-September 2021 compared to April-June 2021. Increases reflect interest based on the Certified Wheelchair Service Providers newsletter sent in July and webinars held in May-September where certifications were promoted.
3. **Number of Certified Wheelchair Service Providers (WSP):** There are 155 certificated providers, an increase of 12 since the July 2021 meeting. Russia, Bangladesh and Sudan are new countries. Top countries with WSPs are: Dominican Republic (32); Lebanon (27); US (23); Mexico (20); Canada (15); Argentina (13) and Colombia (11).
4. **Recertification:** Currently, 12 people are eligible to be recertified in English; 8 have completed the process (67%). Three more providers are eligible for recertification in English later this year. Four more are interested to complete by year end.

26 WSPs are eligible to be recertified in Spanish; almost all were 2019 pilot participants who received the initial certification for free. Only 2 have completed the process. Sara Munera Orozco created a video promoting the benefits of recertification. Krithika and Sara will continue to encourage them to pursue and will offer a 20% holiday discount.

5. **Website Simplification:** Based on user feedback, the ISWP team simplified the certification steps and redesigned the page, including adding accordion menus and a bar showing their progress through each step. Certified providers will receive automatic notifications for recertification near the expiration date, including instructions on how to recertify; this step previously was done manually.
6. **Certified Wheelchair Service Providers Newsletter:** The newsletter was sent to WSPs in

International Society of Wheelchair Professionals
6425 Penn Avenue, Suite 401, Pittsburgh, PA 15206 USA

English and Spanish in June and September 2021. The newsletters provide training offerings, continuing education and other resources to support recertification.

7. **WSP Promotional Efforts:** Mobility India is planning a multi-organization webinar with ICRC, RCI and ISPO in early December. ISWP will present the certification.

A new toolkit of social media posts and newsletter articles promoting the WSP was sent to 13 partners. The toolkit is designed to be copy and paste. WFOT and others have agreed to use the posts and articles.

All ISWP May-September 2021 training webinar participants (over 500 people) received a 20% discount on the certification.

8. **Certification 2021 Targets:** Actual results are below goal largely due to COVID and conflict of interest issues which are being resolved within target organizations. ESS and other conferences have been delayed. Highlights:

- Twenty-five (25) providers from Loh Medical in Latin America will complete the Hybrid-Basic training and certification by year-end 2021.
- Rotary Ukraine is organizing a Hybrid-Basic training and certification for 14 participants.
- Argentine Assistive Technology Association (AATA) training and certification are in process, with 50 individuals to certified.

9. **Recognized Courses:** Two new courses: Mas Posicionamiento y Movilidad, Argentina, and Ireland.

10. **Other Updates:**

- a. The first ***review of the WSP and recertification*** was completed last year and will be ready again by December 2021. Report in January 2022.
- b. ISWP is supporting a training initiative for P&O instructors through ISPO and will participate in ***ISPO's Global Educators' Meeting (GEM)*** in Bangkok in 2022. Twenty-five instructors (25%) will go through the Hybrid-Basic online training and complete the certification. That will lead the in-person training the day after the GEM is complete. Attendees will pay a modest fee to participate.

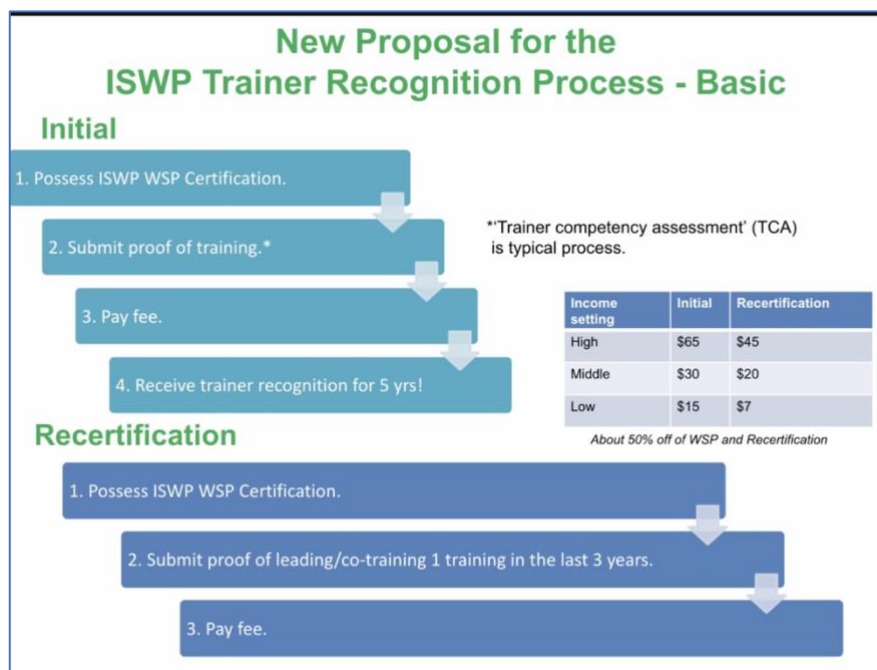
- c. **Basic Test 2.0:** A subject matter experts committee completed a content validity survey; results are being analyzed and will be reported to the Assessment Technical Committee by December 2021. The goal is to post an updated Basic test on WIN in early 2022.

11. **ISWP Stackable Certificates:** ISWP sees a market and potential for a stackable certificate at the trainer level. Currently, there is a trainer recognition process for WSTP-Basic, Intermediate and Managers and Stakeholders. ISWP proposes to move toward a stackable certificate, starting with a general trainer-level certificate.

The general trainer-level certificate would be for anyone not yet certified at the basic level who has expressed interest in being a trainer. Some are interested in the trainer recognition because it does not involve a fee, while there is a fee for certification. A trainer submits a Trainee Competency Assessment (TCA) which a trainer completes as part of the person's co-training.

ISWP proposes that everyone with trainer recognition status pursue the Basic WSP; the TCA would be sufficient proof of training in lieu of a supervisor letter as the TCA verifies that a person completed a WHO training course.

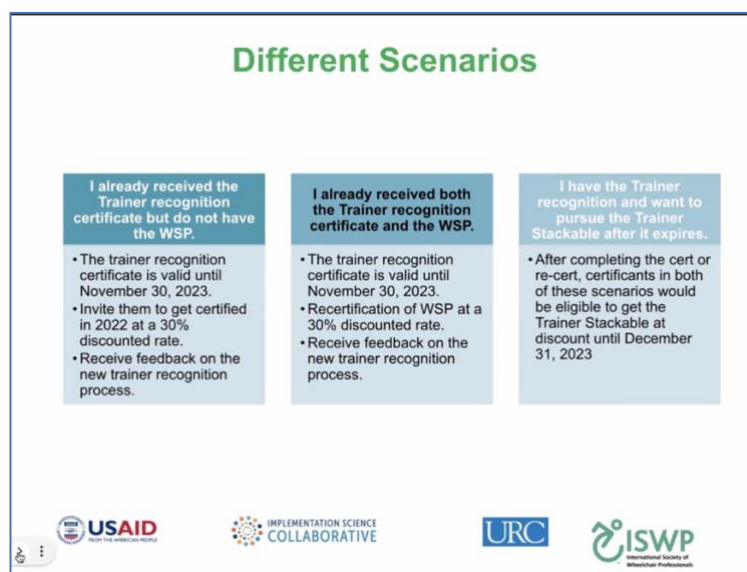
A person would pay a fee -- which would be 50% off of the initial and recertification price -- to acknowledge his/her status and receive trainer recognition for 5 years. A person would have to provide proof of being an active trainer and be recertified as a WSP. The proposal is outlined below.



Paula Rushton suggested adding another block under 1 and 2 that speaks to trainer

certification.

Mary provided different scenarios based on conversations with industry representatives:



PSB questions/comments:

- Will individuals pursuing certification always be expected to pay fees, or will grants and donations cover the cost? The vision for the certification would be to break even, just to cover costs and not generate a profit. ISWP should continue to work with organizations that cover the cost of the certification for a group going through the process together (e.g., Loh Medical).

ISWP also created a wait list for those who are interested in being certified but are not in a position to pay. We hope to identify a geographic region where we could fundraise to cover a training and certification.

- What happens if a person has not been in a position to train or co-train at least one event? For those who want to continue to be recognized, the person likely will be actively training; however, ISWP welcomes the PSB's feedback on alternatives; e.g., remove the requirement. As one PSB member suggested, mentoring could be a suitable substitute for a training or co-training.
- Will the trainer need to maintain the WSP and trainer recognition certification on both levels all of the time? Yes, they would need to have both in order to be able to train. There is not a continuing education level requirement for the trainer level, so having a current/active Basic certification would demonstrate continuing education and commitment to ethics and professionalism. The WSP/trainer recognition also keeps them in the network to serve as a mentor for others.
- There are different skills to be a trainer and an educator. Could an educator provide

student feedback from previous semesters as an acceptable alternative to a TCA?

- e. Should the online ToT, which is a source of knowledge on how to train, be a requirement to be a trainer? It also shows value of continuing education related to teaching, especially if we can provide some of those resources for free.
- f. Is there a way to incent trainers with things such as micro-credentials to link to university credits so people can go on and get a qualification in the area? It would help to provide some reward system that give people credits if they want to go on and continue their education to become experts in the field. Perhaps build partnerships with universities that are delivering content, such as those whose courses are recognized by ISWP. It would help those without access to third-level education. Maybe look at Coursera which has university affiliations.

As a next step, Mary and Krithika will prepare a formal proposal for final PSB review and approval, then present to the Founding Board.

12. **Certificate Modifications:** Krithika described proposed Basic WSP certificate modifications:

Certificate Modifications

Include # of training hours

Professional:


- ISWP Online Wheelchair Service Training Series – Basic Level is a requirement (about 20 hours).
- Letter from supervisor to mention approximate hours of training (min of 20 hours).
- Certificate to include 40 hours of self-study and training.

Students:

- ISWP Online Wheelchair Service Training Series – Basic Level is a requirement (about 20 hours).
- Letter from supervisor to mention approximate hours of training (min of 5 hours).
- Certificate to include 25 hours of self-study and training.

Certification ID

- Include certification ID in all the certificates.
- Generate a new one for each certificate so they don't misuse it even after expiry.
- Request from Mobility India.



Certificants in the field have requested including training hours on the certificate. For students, 40 hours will be a challenge so recommend a minimum of 5 hours and 25 hours of self-study (through the ISWP online course, which is about 20 hours). Regarding number of hours in Canada, some courses have fewer than 5 hours of wheelchair service education for students.

Each certification also will have an ID, with a new ID generated with each recertification. Patience suggested a certified provider keep his/her original certification number instead of receiving a new one with each recertification and adding an expiration date in parentheses. In UK, providers must register with the Health and Care Professions

Council, so the consistent certification ID is important.

13. **Service/Company Accreditation:** A rehab center in Russia recently requested that ISWP certify its organization. The service is not available yet, but the PSB could recommend to the separate entity based on criteria such as the organization must provide: a) wheelchair services; b) evidence of adhering to WHO 8 steps or a comparable provision process; and c) proof that 75% of staff is or would be certified as WSP. The separate entity could add to its list of product/service offerings. A pilot could provide insights and data on the process. ISWP has not considered fees or costs yet.

Suggestions:

- a. Ensure the organization has some service through which they will be distributing wheelchairs, such as the recent UNICEF tender to purchase wheelchairs, components and postural support devices. In terms of promoting the individual certification and the service/organization accreditation, it would be a good time to approach UNICEF to understand its process with regard to the service side.

Mary commented that Momentum (formerly UCP Wheels for Humanity) had a process but was not sure whether the process included anything about individual service providers.

- b. Consider establishing a process to assess the services the organization would work with potentially.
- c. Clarify the definition of service provider before the pilot. Is it selling products? Providing wheelchair service which includes product and provision? Also need to be clear on definitions and expectations and how we would review a company.
- d. Request that the center demonstrate that the assessment to ensure staff is using is the 8 steps process is working appropriately – using outcome measures or sustainability measures.

Next step: Mary and Krithika to respond to the organization and to benchmark existing tools to see how they can be used/modified for a future presentation to PSB and Founding Board.

14. **Professional Standards Board Replacement:** Patience Mutiti is stepping down due to her upcoming new role as a lecturer. Mary and Krithika to request nominations for her replacement. Goal is to keep balance of clinicians and educators.

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

✓	Sharmini Constantinescu, DDO
	Francois Friedel, ICRC
✓	Rosemary Joan Gowran, University of Limerick
	Perry Loh, Loh Medical
✓	Patience Mutiti, Motivation
✓	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