



ISWP Professional Standards Board (PSB) May 27, 2020 Meeting Recap

The ISWP Professional Standards Board (PSB) met by conference call on Wednesday, May 27, 2020 from 10:30 a.m. to 11:30 a.m. U. S. Eastern Daylight Saving Time. This provides a recap.

Link to Meeting Recording: <https://iswp.adobeconnect.com/pirsw6uxb9n6/>

Next Meeting: Krithika Kandavel to send poll requesting availability for July 2020 meeting.

Discussion: Action items are shown in bold/underline.

1. **Approval of Agenda:** Agenda approved.
2. **Approval of March 25, 2020 Minutes:** No changes.
3. **Number of certified providers:** There currently are 69 certified providers from 21 countries, an increase of 6 from March 2020. Canada is a new country. Current certified providers received correspondence related to their recertification; the first group of 20 individuals will be recertified in October 2020.
4. **Website:** Traffic to ISWP's website, [WIN](#), varies based on social media and e-mail marketing promotions; otherwise, traffic remains steady.
5. **Certification Updates:** Eleven (11) clinicians who trained at SESOBEL with ICRC are completing the process. ICRC is funding the certification.

Six Loh Medical service providers and managerial staff completed a certification pilot. The Loh Medical team provided valuable feedback, including: a) providing the prep course was helpful (ISWP may consider requiring that in future); and b) offering synchronous training sessions would allow participants to ask questions about prep course materials.

Seventeen students from the University of Manitoba are working through the certification process following a course they completed based on WHO wheelchair content. Five students have been certified to date.

6. **Certification Marketing:** Certification marketing materials are now available (please refer to the attached email). ISWP received two video testimonials from Wheelchair Service Providers (WSPs), describing the benefits of certification. A Google Group is available for WSPs to share announcements and updates.

7. **Mobility India Recertification Request:** Mobility India requested the first recertification for students be two years after graduation versus two years after initial certification. Instructors were concerned that certificants would not be receiving income when the recertification was due. This would apply to all students, not just Mobility India. Members on call voted unanimously to approve.
8. **Basic Skills Test as Alternative to Online Basic Test:** ISWP proposed to offer a conference in-person evaluation skills test as an alternative to the ISWP Basic knowledge test. The Basic test is available online in 14 languages. The skills test could be offered if computer literacy or access is a concern. Majority of members on call (80%) voted in favor of using the skills test as an alternative. ISWP will validate the skills test to see if there is a correlation between the online test and skills test over time. Mary Goldberg mentioned that ISWP would need to consider an additional fee for the Basic skills test to support the evaluator who would be assessing the test taker and compensating the mock client.

Qualified evaluators would have: At least 2 years of hands-on service experience per WHO curriculum; ISWP certification; significant experience in various contexts; training experience; professional qualification (PT, OT, ISWP certified); and evidence of extensive wheelchair provision experience at high level (CV or resume). **ISWP team** to expand professional criteria to include P&O, PMR professions.

During an in-meeting vote, 50% of the Board members initially voted in favor of an additional fee for the basic skills test; 50% voted against the fee. Following additional discussion, a second vote took place: 4 voted yes to charge a fee; 2 voted no and 1 was unsure.

ISWP team to send Board members the skills test expanded abstract describing the seven feasibility indicators and the evaluation form.

9. **Seal for Course:** ISWP developed a seal for courses which are approved for WSP certification. There is a process for an instructor to provide information on a course being taught in order to be eligible to sit for the ISWP certification. The organization or conference conducting sessions which mirror WHO content can use the seal to help promote the course. Perry Loh suggested the seal is busy, and a simplified version might be better. **ISWP team** to revise and send to Board for input/approval.
10. **Fee Waiver Requests:** Mary Goldberg reviewed the approved process for PSB to approve fee waivers: ISWP internal review, request for PSB input via e-mail or meeting, ask organization to provide further information if requested by PSB, and finalize decision. Goal is a six-week turnaround from receipt of request.

Mary then presented options for the PSB's consideration: a) As opposed to a full waiver, request a partial fee based on where the request originates and suggest sponsorship opportunities; and b) postpone paying the fee for a specified period of time (e.g., after 6 months or one year, perhaps after pandemic subsidies or certificant's job situation changes).

ISWP recently received two requests for fee waivers. PSB members voted on each request:

- a. ***Jordan University of Science and Technology***: 112 students in class. Instructor promoted certification. Students cannot afford to pay the fee, especially during the pandemic. Three members voted in favor of a full waiver; three voted in favor of a partial waiver, and one member was unsure. **ISWP team** will contact Jordan University instructor to see if there is an opportunity for a sponsorship. If a sponsorship is not available, we will mention that the PSB was in favor of partial waiver and see how many students would be willing to proceed with the certification on partial waiver.
- b. ***SESOBEL***: 8 trained professionals. The center, which is located in Lebanon and provides wheelchair and other services, is requesting assistance. The government is not allowing international financial transfers. Also, the \$55 fee is about one-quarter of a service provider's salary, and service providers currently are working reduced schedules with half-pay. Three members voted in favor of a full waiver; two voted in favor of a partial waiver, and one member voted to explore sponsorship opportunities. **ISWP team** will let them know that the board voted for full fees waiver.

Motion Composites offered to pay certification fees for 15 University of Montreal students who completed Paula Rushton's wheelchair course this spring and met the certification requirements. The University of Montreal OT program prize committee felt the awards presented a conflict of interest because Paula works so closely with ISWP and is part of her research interests. **ISWP team** will draft a letter for PSB review appealing the denial and explaining the WSP process.

11. **Proposed Short Survey**: ISWP proposes adding a brief survey to WIN to help prospective certificants determine their readiness for certification. This would help individuals starting the process without meeting the training requirement. Suggested change to wording for survey: Delete "...or more" in parentheses in second sentence. Delete the second 'of' before 'providing appropriate wheelchairs'. Shorten the first sentence to, "Have you received wheelchair service provision training?", include an asterisk and explain the reference to WHO training as much of the basic test has mirrored the WHO 8 steps.
12. **Course Content Reviews for Programs to be Recognized**: ISWP has received requests from international organizations developing WSP trainings which would like to receive a seal similar to what was presented earlier in the meeting. The seal would be included on any continuing education related to WSP, provided it aligns with ISWP, WHO and other evidence-based materials. A technical committee would briefly review the content and provide the seal. The organization then could state the course has been reviewed and meets criteria and could serve as continuing education for certified providers. Additional work would need to be completed, including developing a process, establishing a rubric, and determining the technical committee composition. The Board voted to determine whether this falls under the PSB Terms of Reference. Four indicated it does fall under the Terms of Reference, and three indicated they were not sure.

13. **Next Meeting: PSB members** will be asked to respond to a Doodle poll for the July 2020 meeting date.

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

✓	Sharmini Constantinescu, DDO
✓	Robertangelo Ciccone, 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
✓	Maria Toro Hernandez, ISWP
✓	Nancy Augustine, ISWP

Prepared by Nancy Augustine and Krithika Kandavel