

Equipment and Modification Services Assessor Accreditation Framework Service schedule

Purchase Unit Code: DSS1044C Purchase Unit Name: EMS Assessor Accreditation Framework

1. Overview of the Service Schedule

- 1.1 This service schedule (Schedule) must be used in conjunction with the EMS service specification.
- 1.2 This Schedule is for the administration and the maintenance of the Equipment and Modification Services (EMS) Assessor Accreditation Framework, including the administration and ongoing maintenance of the EMS Assessor On-line Registration System

2. Service definition

- 2.1 Disability Support Services (DSS) purchases equipment and modifications for disabled people who are eligible for DSS funded services, as recommended by EMS Assessors who are approved, provisional (in training) or credentialed to submit requests (known as "Service Requests"), applications or claims for services
- 2.2 DSS has developed the EMS Assessor Accreditation Framework to ensure that those EMS Assessors who submit Service Requests, applications or claims for equipment or modifications have the appropriate skills and qualifications to undertake their roles.
- 2.3 EMS Assessors must be registered on the EMS Assessor Accreditation Framework, using the On-line Registration System. EMS Assessors can be approved, provisional (in training) and/or credentialed or have Service Accreditation status which allows specified District Health Board (DHB) staff, or services to undertake assessments and recommend equipment according to agreed equipment lists.
- 2.4 The EMS Assessor On-line Registration System will provide an effective and efficient service to EMS Assessors to enable them to easily register and re-credential as an approved, provisional (in training) or credentialed EMS Assessor.

- 2.5** The EMS Assessor Accreditation Framework covers all EMS Assessors submitting Service Requests, applications or claims for the following DSS funded services:
- a) Equipment and Modification Services
 - b) Hearing aids funded through the Hearing Aid Funding Scheme or the Hearing Aid Subsidy Scheme
 - c) Spectacles funded through the Children's Spectacle Subsidy.

3. Service outcomes

3.1 The Provider will ensure that:

- 3.1.1** All EMS Assessors who submit Service Requests, applications or claims for equipment or modifications are able to complete the appropriate documentation to become approved, provisional (in training) or credentialed in the accreditation category (including Service Accreditation).
- 3.1.2** Employers or Supervisors receive alerts to review, support or decline requests from EMS Assessors seeking registration for approved, provisional (in training) or credentialed categories of accreditation.
- 3.1.3** The information held on the database pertaining to each registered EMS Assessor is accurate and up to date.
- 3.1.4** The management of all information in relation to the administration of this service meets accepted standards of professionalism, ethics and privacy.
- 3.1.5** The EMS Assessor Accreditation Framework is well maintained, functional and meets the needs of DSS, EMS Providers and EMS Assessors.

4. Who the services are for

4.1 EMS Assessors

- 4.1.1** Health professionals who are eligible to be EMS Assessors as defined in Appendix Two.

4.2 EMS Providers

- 4.2.1** The approved, provisional (in training) or credentialed status of EMS Assessors is required by the EMS Providers who administer Equipment and Modification Services. This information informs the EMS Provider whether or not a health professional submitting a Service Request, an application or claim for services is appropriately qualified to do so.

4.3 Employers and Supervisors

- 4.3.1** Employers and Supervisors of EMS Assessors can endorse an applicant's request for registration in an approved, provisional (in training) or credentialed category of accreditation using the On-line Registration System.

4.4 Disability Support Services (DSS)

- 4.4.1** DSS has developed the EMS Assessor Accreditation Framework (the Framework) to ensure that those EMS Assessors who submit Service Requests, applications or

claims for equipment or modifications have the appropriate skills and qualifications to undertake their roles.

- 4.4.2** DSS will work with the Provider to review the current Framework from time to time to ensure that it remains fit for purpose.

5 Service components

5.1 Administration of the EMS Assessor Accreditation Framework

The Provider will provide ongoing maintenance and oversight of:

- 5.1.1** The Framework, to ensure that it meets the needs of Service Users, DSS, the EMS Providers and EMS Assessors.
- 5.1.2** The On-line Core Module, which is a mandatory requirement for all EMS Assessors who seek to be registered on the Framework. The Provider will review and update the Core Module on a three-yearly basis to ensure that it continues to meet the needs of EMS Assessors and is relevant to the Framework and the delivery of all relevant equipment and modification services.
- 5.1.3** The Competency Frameworks for all credentialed categories, including competency requirements and indicators for levels one or two (where applicable).
- 5.1.4** Credentialing Programmes for EMS Assessors, including the management and appointment of relevant credentialing panels and the processes for re-credentialing (refer to Appendix Two for details of the Credentialed categories). The Provider will ensure:
- a) Applications for all Level 2 credentials will be evaluated by a panel (a minimum of two members) comprised of individuals who have been selected by the Provider in consultation with DSS. A third panel member may be consulted when there is a split decision by the two panel members considering an application. The Panel members will be selected on the basis of their expert knowledge and experience within the health and disability sector and proven ability to evaluate written case studies.
 - a) On receipt of an application for a Level 2 credential, the panel will be convened, and all relevant documentation will be emailed to the panel members. The Panel members will operate within set timeframes and guidelines and individually make one of three recommendations:
 - i. Award the credential.
 - ii. Request further information.
 - iii. Decline the credential and provide reasons for this decline.
 - b) The Provider will then inform the applicant of the Panel's decision and register the applicant in the appropriate credentialed area.
- 5.1.5** Service Accreditation system, including a 3 yearly review of training programmes for health professionals and information and advice for services seeking Service Accreditation for the first time.
- 5.1.6** On-line forms required to support EMS Assessors register as an approved assessor, provisional (in training), credentialed assessor or with Service Accreditation.
- 5.1.7** Up to date details about EMS Assessors. The Provider will ensure:



- a) a mechanism is available for EMS Assessors to update their details on the EMS Assessor On-line Registration System if/when they change their employment status, address, or other pertinent data. This is so that quarterly Service Utilisation Reports can be sent by the EMS Providers to EMS Assessors to inform them of:
 - i. their utilisation of EMS within the preceding quarter and year to date and a comparison of their utilisation compared to other EMS Assessors working in similar service areas.
 - ii. their average spend on key services.
- b) a quarterly newsletter is circulated to all EMS Assessors reminding them of the requirement to update their details should there have been a change to any aspect of these.

5.1.8 Expiring Credentialed categories. The Provider will notify EMS Assessors one month before the expiry date of their credential, to allow the EMS Assessor to complete the re-credential requirements.

5.2 Information Technology

The Provider will:

5.2.1 Establish and maintain a web-based system to provide information to all prospective and existing EMS Assessors nationally about all aspects of the EMS Assessor Accreditation Framework and allow them to register on-line as a new EMS Assessor, update relevant mandatory details or re-credential as the Framework requires. (Detailed information on the mandatory fields for this database is provided in Appendix Two).

5.2.2 Communicate relevant information to all or selected EMS Assessors who are registered on the Framework and to DSS contracted EMS Providers.

5.2.3 Establish and maintain a Freephone service desk which is available during standard working hours to provide assistance for new and registered EMS Assessors on matters regarding the Framework.

5.2.4 Deliver an extract of information recorded in the EMS Assessor On-Line Registration System to DSS contracted EMS Providers and DSS contracted provider for the hosting of the web-based Prioritisation Tool. This file will be delivered on a weekly basis.

6 Key Inputs – staffing skills, training and capacity

6.1 Staffing

6.1.1 The Provider will maintain appropriate levels of staffing to ensure that the services as documented in this service specification can be provided effectively and efficiently.

6.2 Staff skills

6.2.1 Staffing will encompass skills to enable effective:

- a) overall management of the service
- b) delivery of advice to EMS Assessors regarding the Framework and registration, re-credentialing, and service specific training courses



- c) data entry, recording and reporting
- d) management of information technology systems.

6.3 Staff training

- 6.3.1** Staff will have access to information and training that ensures the Provider is able to offer high quality services to all relevant parties throughout the term of this contract. Staff will maintain skills by undertaking ongoing relevant professional development.
- 6.3.2** The Provider will have a documented staff training plan. This will include, but not be limited to, providing staff with training, as appropriate, in the following areas:
- a) a general understanding of Equipment and Modification Services
 - b) up to date knowledge of EMS Assessor Accreditation Framework
 - c) accurate and efficient data processing skills
 - d) information technology used by the Provider
 - e) oral communication skills.

7 Relationship management

7.1 The Provider will:

- 7.1.1** Provide advice to support EMS Assessors with their initial registration and on-going updating of relevant data and circulate information when required to EMS Assessors (eg, changes or reminders of updates, re-credentialing, etc.).
- 7.1.2** Ensure that effective networks are established and maintained with appropriate individuals and organisations (refer to Clause 7 of this Schedule).
- 7.1.3** Promote Service Accreditation nationally to encourage specific DHB service units to establish this accreditation system within their service units.

8 Service linkages

- 8.1** The Provider will develop strong links and service relationships include, but are not limited to, the following groups:

Services	Contact Details
Specialist training providers, who provide training programmes for Credentialed Assessors	Providers as detailed in Appendix Two of this service specification
EMS Providers	Accessible and Enable New Zealand
DSS contracted provider for the administration and hosting of the EMS Prioritisation Tool	Enigma Solutions Ltd PO Box 305-326 Triton Plaza North Shore City 0757
Ministry of Health (Contract Relationship Manager – EMS)	04 496 2000 www.moh.govt.nz



Occupational Therapy New Zealand	04 473-6510 nzaot@nzaot.com www.nzaot.com
Occupational Therapy Board of New Zealand	Level 10
	ASB House 101 – 103 The Terrace Wellington 6011 www.otboard.org.nz/
New Zealand Society of Physiotherapists	04-801 6500 nzsp.org.nz
The Physiotherapy Board of New Zealand	Level 8/108 The Terrace, Wellington 6011 www.physioboard.org.nz
New Zealand Audiological Society (NZAS)	0800 625 166 mail@audiology.org.nz www.audiology.org.nz
Assistive Technology Alliance of New Zealand (ATANZ)	09 815 3232 admin@atanz.org.nz www.atanz.org.nz
New Zealand Optometrists Association	0800 439 322 info@nzao.co.nz www.nzao.co.nz
New Zealand Audiological Society	0800 625 166 mail@audiology.org.nz www.audiology.org.nz
New Zealand Speech-language Therapists Association Inc	PO Box 137256, Parnell, Auckland 1151 http://www.speechtherapy.org.nz/
Optometrists and Dispensing Opticians Board	Level 3, Freemason House, 195-201, Willis Street, Wellington 6011 P O Box 10-140, Wellington 6143 http://www.odob.health.nz/
Deaf Aotearoa	32 Marion St, Te Aro 6011 www.deaf.org.nz/
Blind Foundation	4 Maunsell Rd, Parnell 1052 http://blindfoundation.org.nz/



Seating to Go	21 West St PO Box 5725 Hamilton http://www.seatingtogo.co.nz/
3am Limited	15 Upper Cross Street, Raglan david@3am.net.nz
LIFE Unlimited	20 Palmerston Street, HAMILTON, 3204 www.life.nzl.org

8.2 The Provider will also make available access to a free phone telephone service and electronic media for EMS Assessors.

9 Quality requirements

The service is required to comply with DSS General Terms & Conditions and DSS Service Type Terms and Conditions. The following specific quality requirements also apply:

Table One; Quality Requirements

Quality Requirements	
Documents and Processes	- Standard documents and processes for the services including contingency planning (eg, access to adequate supplies of resources and adequate back up for the IT system) are in place at service commencement and maintained. - Systems to ensure that EMS Assessors can quickly and easily register or change their assessor details using the EMS Assessor On-Line Registration System are established and maintained. - Documentation reflects industry professional and ethical standards for record keeping.
Information Technology	- Business and management information systems are established and maintained. - An electronic record of all information related to the management of the EMS Assessor Accreditation Framework is maintained.
Workforce	Adequate numbers of competent and experienced staff are employed to provide the service in an effective, efficient and timely manner.
Relationship Management	EMS Assessors maintain their registration information accurately



Service Quality	- A survey of EMS Assessors, including those using Service Accreditation, is conducted by the Provider, at least once every two years, to ensure that they are satisfied with the service they receive from the Provider and the components of the Assessor Accreditation Framework. These surveys may also highlight the areas of service that may require reviewing or modifying. Following the analysis of the survey, a report on the outcome of the survey will be provided to DSS. - Services are delivered in an equitable manner to EMS Assessors nationally.
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9.1 Service effectiveness

9.1.1 Service effectiveness will be demonstrated by

- Outcomes of biennial surveys with EMS Assessors. Consumer satisfaction relates to the service supplied by the Provider in its management and operation of the Assessor Accreditation Framework and the relevance of the elements of the Framework to current Assessor practice and the provision of EMS.
- Demonstration of linkages with relevant services.
- Review points as outlined in Table Two; Performance Measures in this Service Schedule.

Table Two; Performance Measures

Outcomes	Evidenced by
EMS Assessors can easily use the on-line system for registering as an EMS Assessor and updating their details	90% of EMS Assessors who respond to the biennial online survey report that they are satisfied with the on-line registration system and the key components (Core Module, Credentialed categories and re-credentialing) of the EMS Assessor Accreditation Framework
The EMS Assessors On-Line Registration System will be accurate and up to date	Quarterly newsletters are circulated to EMS Assessors to encourage them to keep their details in the Registration System up to date.

10 Reporting

10.1 The Provider will:

- 10.1.1 Operate an efficient and effective system to record and report on the key elements of the Framework.
- 10.1.2 Complete and submit a six-monthly report via email, in PDF format, to DSS nominated Contract Manager by the 10th of July and 20th January each year unless otherwise specified.

10.2 Six monthly reporting

10.2.1 A narrative report, which will include at least the following information:

- Current number of EMS Assessors by Approved and Credentialed categories of accreditation



- b) Current number of EMS Assessors with provisional registration by Credentialed categories
- c) Current number of services registered with Service Accreditation
- d) Any issues, risks, concerns
- e) Summary of achievement against Performance Measures according to Table Two of this Schedule.

10.2.2 The narrative report will include, biennially, a report on the outcomes of the EMS Assessor survey.

11 Performance monitoring and evaluation

11.1 DSS will meet at least six monthly with the Provider, as part of its reporting requirements, to discuss any issues regarding performance or service delivery. Issues identified by the Provider within this six-monthly meeting cycle will be raised directly with DSS Contract Manager as appropriate.

Appendices

Appendix One: Definitions and Interpretations of Terms

Appendix Two: Description of the EMS Assessor Accreditation Framework

Appendix Three: Learning and Development Programme

Appendix One: Definitions and Interpretation of Terms

The following definitions and interpretation of terms used in this service specification will have these specific meanings, unless the context requires otherwise.

Term	Definition
Core Module	The on-line learning module that is a compulsory requirement for all EMS Assessors to complete before they can register as an Approved Assessor, Credentialed Assessor or for Service Accreditation.



EMS Assessor	EMS Assessor means a person who is approved as an assessor under the Disability Support Services EMS Assessor Accreditation Framework published by DSS. EMS Assessors hold certain approved, provisional (in training) or credentialed categories of accreditation which relate to their qualifications and experience within that specialty. The categories of accreditation refer to the types of equipment or modifications that the EMS Assessor is able to recommend. The EMS Assessor is responsible for maintaining their accreditation registration on the EMS Assessor Accreditation Framework, which is administered by DSS contracted provider. EMS Assessor status is required to be re-validated according to the requirements as described in the EMS Assessor Accreditation Framework.
EMS Prioritisation Tool	The EMS Prioritisation Tool determines which eligible people get access to government funding. Access is prioritised based on the person's need and ability to benefit from the equipment or modification which has been recommended by an EMS Assessor following an assessment of their needs. The person, or their family and whānau, participate in the process through completion of an Impact on Life questionnaire. Band 1 Equipment and Like for Like replacement equipment supplied to Service Users are not subject to the Prioritisation Tool process.
EMS Provider	The contracted service providers who administers Equipment and Modification Services on behalf of DSS.
Service Request	A request submitted to the EMS Provider by an EMS Assessor for equipment, housing modifications or vehicle purchase and modifications for eligible disabled people (formerly known as an "application").

Appendix Two; Description of the EMS Assessor Accreditation Framework

1. EMS Assessors

Health professionals who are eligible to be EMS Assessors include:

- Occupational therapists who hold a current Annual Practicing Certificate (APC)
- Physiotherapists who hold a current Annual Practicing Certificate (APC)
- Visiting Neurodevelopmental Therapists who hold a current Annual Practicing Certificate (APC) in either occupational therapy or physiotherapy
- Speech-Language Therapists who are members of the Speech-Language Therapy Association
- Audiologists or Audiometrists who are full members of the New Zealand Audiological Society

- f) Optometrists who hold a current Annual Practicing Certificate (APC)
- g) Ophthalmologists who are registered medical professionals
- h) Service Co-ordinators working for a specialist service provider (for example, Deaf Aotearoa or the Blind Foundation).

Provisional registration may be granted to a health professional who is working towards the attainment of a specific credentialed category of accreditation. This will apply to the following credentialed categories of accreditation:

- a) Complex Housing Modifications
- b) Wheeled Mobility and Postural Management (levels 1 and 2)
- c) Vehicle Purchase and Modifications (levels 1 and 2)
- d) Communication Assistive Technology (levels 1 and 2)
- e) Hearing Assistive Technology.

Provisional registration will apply for no more than twelve months following the date of the registration in a specific credentialed category.

Additional allied health professionals may become eligible for registration as an EMS Assessor throughout the term of this contract. DSS will formally advise the contract holder if this occurs.

2. EMS Assessor On-line Registration System

EMS Assessors will be required to record at least the following when they register as an EMS Assessor:

- a) Individual EMS Assessor details, including an individual assessor code, name, employer, contact details (including email address).
- b) Service type of the EMS Assessor's primary employment (according to the following service types):
 - i. Child Development Services
 - ii. DHB Community Health Services
 - iii. Other DHB service
 - iv. Older people's service
 - v. Ministry of Education Assessment Service
 - vi. Communication Assistive Technology assessment services
 - vii. Hearing Assistive Technology assessment services
 - viii. Vision Assistive Technology assessment services
 - ix. Vehicle Purchase and Modifications assessment services
 - x. Wheeled Mobility and Postural Management specialist assessment services.

3. EMS Assessor Categories

a) Approved Assessors

The EMS Assessor Accreditation Framework recognises that there are some areas where people undertaking assessments do not require additional skill sets or competencies to those obtained through their initial professional training or registration.

On this basis, an application can be made to be an Approved Assessor if pre-requisite requirements of their health profession (where relevant) are met and the EMS Core Module is completed.

The approved category covers the following:

- i. Personal Care & Household Management
- ii. Walking & Standing
- iii. Housing (Basic)
- iv. Vision (Spectacles)
- v. Vision Assistive Technology
- vi. Hearing Aids
- vii. Communication Assistive Technology (Artificial Larynges)

b) Credentialed Assessors

Specific service areas where additional (MOH determined) training requirements will be necessary before clinicians can assess for and recommend DSS funded equipment and modification services. These service areas include wheeled mobility and postural management, communication assistive technology, complex housing modifications, vehicle purchase and modifications, and hearing assistive technology.

The credentialed category covers the following areas of accreditation:

- i. Communication Assistive Technology Level 1
- ii. Communication Assistive Technology Level 2
- iii. Hearing Assistive Technology
- iv. Housing Modifications Complex
- v. Vehicle Purchase & Modifications Level 1
- vi. Vehicle Purchase & Modifications Level 2
- vii. Wheeled Mobility & Postural Management Level 1 (with optional endorsement for Lying)
- viii. Wheeled Mobility & Postural Management Level 2 (with optional endorsement for Complex Custom Fabrication).

EMS Assessors credentialed in a particular area of accreditation are required to complete the re-credentialing process every three years. Refer to the Ministry's National Services Framework Library for detailed descriptions of the credentialed categories of accreditation, clinical indicators for the different credentialing levels and re-credentialing requirements

Re-credentialing is an internal assessment service-based process requiring an employer or supervisor declaration. Re-credentialing requirements have been developed with input from relevant sector representatives or current credentialing panel members.

All EMS Assessors will be allocated a renewal date of either 30 June or 31 December for each credential. This renewal date will be calculated dependent on whether the EMS Assessor's initial credentialing was approved in the first or second half of the year. Within the six months prior to the renewal date of the credential, the EMS Assessor and their supervisor or employer must confirm they have completed the minimum requirements for renewal of the relevant credential.

c) Provisional (in training)

The Provisional (in training) credential recognises that EMS Assessors can be supervised by a supervisor/employer to assess for and recommend solutions in the category they are in training for. Assessors must complete the requirements for the credential inclusive of any workshop attendance and learning / development requirements within two years. To apply for this credential Assessors will need to log in and register on the EMS Assessor Online and complete the EMS Core Module.

The supervisor/employer is required to be credentialed in the area of accreditation that the Assessor is seeking provisional registration in. The supervisor/employer is required to register and log into the EMS Assessor Online to complete the employer declaration for this credentialed category. When using the Prioritisation Tool, EMS Assessors who are in training for a credentialed category will be able to complete the EMS Assessor Section pending approval by an appropriately qualified accredited supervisor. Approval will be required for any EMS Assessor sections where the outcome is 'funding available' before a Service Request can be submitted.

d) Service Accreditation

Specific service areas, primarily community health services, can be accredited to allow District Health Board staff to undertake assessments and recommend certain equipment items (Band 1 Equipment, for example low cost, low risk and high volume equipment such as shower stools and over toilet frames).

District Health Boards (DHBs), or services contracting directly with DHBs, can gain Service Accreditation within specific service areas (for example, Community Health Team, Child Development Team).

To assist with applications and implementation of the new framework a range of resources have been developed to assist DHBs. These include a Toolkit for Service Accreditation, a Clinical Reasoning Guideline and a PowerPoint training module. Services seeking Service Accreditation will need to read the prepared Toolkit and contact a mentoring DHB to support the service work through the training requirements in preparation for Service Accreditation. The DHB service will determine the equipment items that will be covered by the Service Accreditation status. Note that these equipment items may vary between individual services.

A Service Accreditation code must be sought from DSS Provider of the EMS Assessor Accreditation Framework. The following form should be completed and submitted to the EMS Assessor Accreditation Framework Provider:

ENAA502 Application for Service Accreditation

The assigned code will be used by all DHB staff trained in service accreditation who are not existing EMS Assessors. DHB staff who are existing EMS assessors, if trained in service accreditation, will have their record updated so that Service Requests may be submitted for items on the equipment list appropriate to their specific service or DHB.

4. Learning and Development Programmes

To support the training needs of EMS Assessors seeking a credential in nominated areas of accreditation, DSS has contracted with three training providers to offer either on-line or face-to-face training courses.

- Seating to Go (face-to-face training programmes for wheeled mobility and postural management)
- 3am Ltd (face-to-face training programmes for complex housing modifications)
- LIFE Unlimited (on-line training course for Hearing Assistive Technology).

An on-line training module has been developed for Communication Assistive Technology.

Additional training providers who seek to offer specific credentialing training programmes will need to present a proposal to DSS following the requirements as set out in the Learning and Development Programme (refer to Appendix Three)



EMS Assessor Accreditation Framework

Disability Support Services



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Approved Assessors

EMS Assessor does not require additional skills or competencies to those obtained through professional registration or employment agreement

Personal Care and Household Management

- Occupational therapists
- Physiotherapists employed as Neurodevelopmental therapists
- Speech-Language therapists (equipment for feeding only)

Walking and Standing

- Physiotherapists
- Occupational Therapists employed as Neurodevelopmental therapists

Basic Housing Modifications

- Occupational Therapists
- Physiotherapists employed as Neurodevelopmental therapists

Vision Assistive Technology

- Service Co-ordinators employed by specialist service providers eg, Blind Foundation (not spectacles)
- Occupational therapists employed in low vision clinics
- Optometrists (including spectacles)
- Ophthalmologists (spectacles only)

Hearing Aids

- Audiologists (full members of NZAS)

Communication Assistive Technology

- Speech-language therapists (artificial larynges only)

EMS Assessor Service work

Credentialed Assessors

EMS Assessor requires additional skills or competencies to those obtained through professional registration or employment agreement and is required to complete a credentialing programme

Communication Assistive Technology

- Level 1 and Level 2 credential (on-line)
- Speech-language therapists
 - Occupational therapists

Wheeled Mobility and Postural Management

- Level 1 and Level 2 credential
- Physiotherapists
 - Occupational therapists

Complex Housing Modifications

- Housing modifications credential
- Occupational Therapists

Vehicle Purchase and Modifications

- Level 1 and Level 2 credential
- Occupational therapists

Hearing Assistive Technology

- Credential (on-line)
- Hearing Therapists (including listening devices)
 - Service Co-ordinators employed by specialist service providers (eg, Blind Foundation, Deaf Aotearoa)
 - Audiologists (including assistive listening devices)

Service Accreditation

A DHB service area (or service contracted directly to a DHB) that wishes to use a team of staff trained to undertake assessments and submit Service Requests for a defined list of Band 1 equipment

Service Accreditation (defined by individual DHB services)

- Mentoring by a DHB with existing Service Accreditation and implementation of a training programme for all staff seeking Service Accreditation
- Physiotherapists
 - Occupational therapists
 - Therapy Assistants
 - Needs Assessors (NASC)

Appendix Three; Recognition of Learning and Development Programmes

Recognition of Learning & Development Programmes Disability Support Services Approved Learning and Development Programmes for the Equipment and Modification Services Accreditation Framework February 2014

Introduction

Any provider wishing to offer a learning and development programme for EMS Assessors seeking credentialing within the Equipment and Modification Services (EMS) Accreditation Framework must have an agreement with Disability Support Services. This agreement will confirm that, as a training provider, they are able to meet all the outcome requirements that support EMS Assessors to gain the competencies against a credentialed requirement within this framework.

Interested providers may submit an application for programme recognition to the ESS Development Manager, Service Access, Disability Support Services, National Health Board, Ministry of Health. The requirements of the application are described in the next section of this document.

Once received, the Disability Support Services EMS Review Panel, with the support from an independent external advisor where relevant, will evaluate the application and notify the applicant of a decision within two months of receipt. Successful applicants will then have their details published on the following website:

Enable New Zealand EMS Assessor Accreditation Framework:

<http://www.disabilityfunding.co.nz/ems-assessors>

Note that acceptance of a learning and development programme allowing recognition of the programme to meet credentialing requirements does not necessarily include any funding of the programme by Disability Support Services.

Application requirements

The application for approval must include the following requirements under each of the headings below:

Organisational Details

- Name and legal status of the organisation.
- Contact person and contact details.
- Name of the credential on the EMS Assessor Accreditation Framework the application relates to.
- Programme title.
- Experience providing learning and development services in the same or similar field as the credentialed programme the organisation is applying for approval.



- A copy of the curriculum vitae of all personnel who will be teaching any component of the programme.
- Name and contact details of two professional referees for the identified contact person of the organisation.
- A fee structure for course participants.

Rationale and intent

- A course outline that describes the programme, why the programme is being delivered, the target group and the teaching and learning strategies, for example, group work, skill workshops, quiz, etc, to ensure that the various components of the programme are consistent with the EMS Accreditation Framework.
- A description of how the programme links with the principles and management of DSS funded equipment and modification services. (see Appendix 1) and key competencies for EMS Assessors (in the specific credentialing area being applied for).
- Details of how the organisation keeps up-to-date with current and evidence based practice and includes this within their programme with relevant reference material.
- The aims and learning objectives of the programme and how the aims will be met and learning outcomes demonstrated.

Programme details

- The learning outcomes for each component of the programme including guidelines or requirements for managers, employers or supervisors to support staff in demonstration of the required competencies.
- Details of the programme structure that includes:
 - the programme approach
 - themes or topics based on the needs of EMS assessors
 - instructional units or components that form a structure and sequence to learning
 - method of delivery or how individual learning needs will be met.
- The length of the course including the number of hours, direct and indirect learning, duration and frequency.
- A copy of any certificate that would be issued upon successful completion of the learning and development programme.
- A description of assessment planning and procedures including a copy of any assessment tools and details of the role of the EMS Assessor's employer, manager or supervisor.
- A copy of all promotional material and course material, entry criteria, resubmission, reassessment and appeals process.
- How moderation occurs that describes the measures in place to ensure EMS Assessors will meet learning outcomes at an appropriate and equitable level
- A description of the resources in place to deliver the programme
- The process used to evaluate and review the programme and explanation (or demonstration) of how feedback is gathered and incorporated in the programme.

Duration of approval

Programmes will be approved for a period of two years, after which time, the organisation must submit to Disability Support Services a copy of a review of their programme, proposed changes as a result of the review together with an overview of attendance and feedback from EMS Assessors who have completed the programme. Upon review of this information, the programme may be approved for a further two years.

In the event Disability Support Services receives a complaint or holds a concern about a programme's ability to meet these requirements, the organisation will be contacted and a process agreed to address the issue. In the event that an issue is substantiated and cannot be addressed to the satisfaction of Disability Support Services, the approval status will be revoked.

EMS Principles

Equipment and Modification Services (EMS) are one of the many services funded through Disability Support Services. The purpose of DSS funded EMS is to support disabled people and their families to live as independently and safely as possible.

The overall aim of Ministry funded equipment and modifications is that they make a significant, consistent and reasonable contribution to enable disabled people to participate in activities inside and outside their home, and in their local communities.

To ensure that provision of these services is affordable within defined budgets, service allocation can be evaluated against the following principles:

- they make an effective contribution towards helping disabled people to live, as far as possible, as others do in their own homes and communities
- they represent value for money both now and in the future
- they are allocated fairly through a consistent, principled and equitable approach
- they reflect a lifetime perspective by recognising that the services that are most appropriate for a person may change over time.