



# SLOVENSKI STANDARD SIST-TS CWA 16520:2014

01-maj-2014

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## Inštruktor mobilnosti psov vodnikov - Kompetence

Guide dog mobility instructor - Competences

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### **ICS:**

03.100.30	Vodenje ljudi	Management of human resources
11.180.99	Drugi standardi v zvezi s pripomočki za invalide	Other standards related to aids for disabled and handicapped people

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**CEN**  
**WORKSHOP**  
**AGREEMENT**

**CWA 16520**

November 2012

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ICS 03.100.30; 11.180.30; 65.020.30

English version

## Guide dog mobility instructor - Competences

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN-CENELEC Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

This CEN Workshop Agreement can in no way be held as being an official standard developed by CEN and its Members.

This CEN Workshop Agreement is publicly available as a reference document from the CEN Members National Standard Bodies.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

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## Foreword

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties on 2012-09-19, the constitution of which was supported by CEN following the public call for participation made on 2011-04-12.

A list of the individuals and organizations which supported the technical consensus represented by the CEN Workshop Agreement is available to purchasers from the CEN-CENELEC Management Centre. These organizations were drawn from the following economic sectors guide dog schools, universities, service providers for people with disabilities.

Below is the list of the organisations which officially took part to the development of this CWA:

Belgisch Centrum voor Geleidehonden vzw  
BELGIUM  
[www.geleidehond.be](http://www.geleidehond.be)

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Deutscher Blinden und Sehbehindertenverband (DBSV)  
German Federation of the Blind and Partially Sighted  
GERMANY

[www.dbsv.org](http://www.dbsv.org) <https://standards.iteh.ai/catalog/standards/sist/98431b2-bc7a-4184-b508-e2da79526b6b/sist-ts-cwa-16520-2014>

The European Association of Service Providers for Persons with Disabilities (EASPD)  
BELGIUM  
[www.easpd.eu](http://www.easpd.eu)

Eyes on four paws Foundation  
BULGARIA  
[www.e4p-bg.com](http://www.e4p-bg.com)

Guide Dogs NSW/ACT  
AUSTRALIA  
[www.guidedogs.com.au](http://www.guidedogs.com.au)

F.F.A.C. – French Federation of Guide Dog Associations  
FRANCE  
[www.chiensguides.fr](http://www.chiensguides.fr)

Fundacja na rzecz Osób Niewidomych Labrador Pies Przewodnik  
POLAND  
[www.fundacja.labrador.pl](http://www.fundacja.labrador.pl)

**CWA 16520:2012 (E)**

Helppes - Centrum výcviku psů pro postižené o. s. / Helppes - Centre for Assistance Dogs

CZECH REPUBLIC

[www.helppes.cz](http://www.helppes.cz)

Ilztaler REHA-Hundeschule

AUSTRIA

[www.reha-hunde.at](http://www.reha-hunde.at)

Light into Europe

ROMANIA

[www.lightintoeurope.org](http://www.lightintoeurope.org)

Norges Blindeforbunds Førerhundskole

NORWAY

[www.blindeforbundet.no](http://www.blindeforbundet.no)

Österreichische Schule für Blindenführhunde

AUSTRIA

[www.blindenfuehrhundeschule-buerger.de](http://www.blindenfuehrhundeschule-buerger.de)

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Russia Association of the Blind

The Russian School of Guide Dogs Training

RUSSIA

[www.sobaka-provodnik.ru](http://www.sobaka-provodnik.ru)

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<https://standards.iteh.ai/catalog/standards/sist/98431b2-bc7a-4184-b508-e2da79526b6b/sist-ts-cwa-16520-2014>

Slovak Blind and Partially Sighted Union, Guide Dog Training School

SLOVAKIA

[www.guidedog.unss.sk](http://www.guidedog.unss.sk)

SLO-CANIS - Slovenian Instructors Association – Centre for Guide Dogs and Assistance Dogs

SLOVENIA

[www.slo-canis.net](http://www.slo-canis.net)

The Guide Dogs for the Blind Association

UNITED KINGDOM

[www.guidedogs.org.uk](http://www.guidedogs.org.uk)

University of Lincoln

UNITED KINGDOM

[www.lincoln.ac.uk](http://www.lincoln.ac.uk)

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The final review/endorsement round for this CWA was started on 2012-06-26 and was successfully closed on 2012-08-26. The final text of this CWA was submitted to CEN for publication on 2012-10-08.

This CEN Workshop Agreement is publicly available as a reference document from the National Members of CEN: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Comments or suggestions from the users of the CEN Workshop Agreement are welcome and should be addressed to the CEN-CENELEC Management Centre.

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## Introduction

This CEN Workshop Agreement is the result of the European Project for Guide Dog Mobility Standards (EU EGDMS, <http://www.egdms.eu/>) established under the Leonardo da Vinci lifelong learning programme. European citizens are being denied the benefits of guide dog ownership as the provision of guide dogs has suffered from fragmentation of delivery, low investment in training and poor retention of guide dog instructors. Often, the service is limited by funding which leads to inconsistent criteria resulting in poorly trained and inadequate dogs. The European project aimed to address this situation by developing and disseminating a qualifying programme of training for instructors which addressed the welfare and training of the guide dog as well as the instruction of the client in its safe and effective use as an aid to independent mobility.

The project brought together a group of partner guide dog schools to develop an agreed set of competencies for guide dog mobility instructors (GDMI) and the CEN Workshop 65 allowed the involvement of a much wider group of stakeholders to enable more contributions to be realised.

The methodological approach is based on a modularised learning system largely delivered in the work place of the employing guide dog organisation and/or its professional partners. The content will be employer specific and a range of methodologies will be available to suit need and circumstance. Methodologies can include didactic, e-learning and blended learning approaches. For example, some didactic learning of the practical application of disability theories to client training will be necessary, while a framework will be provided for role play exercises to assist in the practice and development of coaching skills. At the same time, trainees will also be required to undertake their own research using the Internet. Trainees will be required to keep reflective portfolios of evidence to demonstrate that they have completed the required learning.

Some modules will involve role play exercises and trainees will be guided in their learning through directed reading and exercises to be undertaken in the workplace. Guidance will be given on role-play exercises that can be undertaken to increase the student's understanding and empathy with peers, volunteers and clients, particularly those experiencing loss of sight. Every opportunity to involve blind and partially sighted people in these role play exercises should be taken. Discussion among peers and with experienced mentors will be used to exchange knowledge and experience from the field. Trainees will be guided via didactic learning in their reading and understanding of factual information and key concepts. This approach is adopted to increase the confidence of the student in effectively communicating material to others in addition to delivering, receiving and responding to feedback in a professional and positive manner.

As the IGDF standards have a proven value over many years, they have provided valuable direction to the development of this document.



## 1 Scope

This document provides the reference criteria of essential competences for guide dog mobility instructors in the following general and specific areas:

- professional behaviour and professional ethics;
- interpersonal management and communication competences;
- appreciation of the various forms of visual impairment and their impact on humans;
- methods of orientation and mobility;
- appreciation of the needs of clients with additional requirements;
- dog care and welfare assessment;
- general dog management and training;
- guide dog training;
- client and partnership training and after care.

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## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **competence**

proven ability to use knowledge, skills and personal, social and /or methodological abilities, in work or study situations and in professional and personal development

[SOURCE: EQF- European Qualification Framework<sup>1</sup>]

### 2.2

#### **guide dog**

dog that has been trained by an organisation or individual primarily to provide mobility assistance to blind or partially sighted people

Note 1 to entry: The International Guide Dog Federation (IGDF) provides and oversees benchmark standards aimed at ensuring dogs are properly trained and behaved.

### 2.3

#### **guide dog mobility instructor (GDMI)**

person who has the necessary knowledge and skills to be competent to train a guide dog-client partnership

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<sup>1</sup> Recommendation of the European Parliament and of the Council of 23 April 2008 on the establishment of the European Qualification Framework for lifelong learning, Official Journal C111 dated 2008-05-06 [1]