

# **PAA COMPETENCY STANDARDS FOR AUSTRALIAN PROFESSIONAL PEDORTHISTS**



## **PEDORTHIC ASSOCIATION OF AUSTRALIA**

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## Introduction

Australia needs a proficient allied health workforce to meet the current and future healthcare needs of its population.<sup>1</sup> In order to meet this need, allied health practitioners require appropriate qualifications, credentials and skills to provide safe, high-quality health care in a patient- or client-centred way.<sup>2,3</sup> The Pedorthic Association of Australia (PAA) Competency Standards for Australian Professional Pedorthists describe the attributes a pedorthist must demonstrate to be eligible to enter the Australian workforce and apply at any point during their career, as relevant to their role and work context. The Standards focus on the responsibilities of the Certified Pedorthist Custom Maker (CPedCM Au), who is actively engaged in the clinical practice of assessing, treating, and providing evidence-based services in all aspects of pedorthic footwear and/or orthotic appliances in addition to provision, fabrication, alteration, modification, alteration, repair and dispensation of pedorthic footwear and/or orthotic appliances.

## What is Competency?

**Competence** refers to the overall capacity of a person to do something effectively.<sup>3</sup> People develop competence in various ways, including via educational and experiential pathways.<sup>3</sup>

**Competency** refers to specific abilities in a particular area and is made up of a combination of attributes, such as knowledge, skills, values, behaviours, and attitudes.<sup>3</sup>

Competency in the workplace embodies all aspects of competence. It involves the consistent transfer and application of knowledge, skills, behaviours, values, and attitudes in various situations and environments to the standard expected in the workplace.<sup>3</sup>

Competency, as applied in the workplace, is a criterion that can be recognised, measured, and assessed to ensure performance by a professional.<sup>5,6</sup> Competency standards explicitly describe the minimum work outcomes and performance level required to demonstrate workplace competency.<sup>3</sup>

## Purpose of the PAA Competency Standards

The Standards endeavour to:

- inform pedorthists of the minimum standards expected of Certified Pedorthist Custom Makers (CPedCM Au) practising in Australia
- inform the public of the minimum standards they can expect of Certified Pedorthist Custom Makers (CPedCM Au) practising in Australia
- advise government and employers of the minimum standards expected of Certified Pedorthist Custom Makers (CPedCM Au) in Australia
- inform institutions and organisations responsible for the education and training of pedorthic students of the minimum standards required of Certified Pedorthist Custom Makers (CPedCM Au) in Australia
- inform and guide processes pertaining to certification of Certified Pedorthist Custom Makers (CPedCM Au) in Australia; and
- assist with the broader recognition of pedorthic practice in Australia.

## Structure of the PAA Competency Standards

The PAA Competency Standards are structured within eight (8) *domains* reflecting the key areas of competence required for pedorthic practice in Australia. Each domain contains a list of *activities* which describe the tasks required to perform the work roles listed as domains.

*Performance indicators* specify the level of performance required to demonstrate achievement of the activity. Terms in bold are elaborated in the *range statement*. The range statement defines the range of contexts and conditions in which the task may be performed. Range statements will be applicable to multiple activities and performance indicators throughout the document. Competency standards intersect, being informed by and dependent on each other. Pedorthists may not always engage with all activities listed in the domains, however the standards apply to the extent a pedorthist engages in the relevant activities and in situations where pedorthists are educated, authorised and competent to perform such activities.

## Development of PAA Competency Standards

The National Register of Vocational Education and Training (VET) took initial steps in the development of Australian competency standards for medical grade footwear (MGF) with the publication of the Textile, Clothing and Footwear (TCF) Training Package in February 2000. A certification program for pedorthists was approved by the Australian Pedorthic Medical Grade Footwear Association (APMGFA) in 1999. The APMGFA evolved into the Pedorthic

Association of Australia (PAA), who took on responsibility for revising and developing pedorthic certification criteria. Certification and registration of pedorthists were managed by the Australian Pedorthists Registration Board (APRB), which has since been integrated as an independent subcommittee of the PAA.

The international association for pedorthics, Internationaler Verband Orthopaedieschuhtechnik (IVO), also known as the International Pedorthic Association, established International Standards for Orthopedic Shoe Technology in 2014<sup>7</sup>. The standards were developed by a working group formed by the IVO and ISPO International (International Society for Prosthetics and Orthotics) Educational Committee and made up of representatives from the European orthopedic shoe sector and orthopedic shoe technology educational institutions.

The PAA Competency Standards are informed by the IVO standards and applied to an Australian context. Additionally, the PAA Competency Standards are founded on the history of standards, certification and practice in Australia, existing certification criteria for pedorthists, previous and current Australian education and training standards, and national health safety and quality standards. The PAA Board and PAA members have also contributed to the development of the standards.

## Nominative References

- Australian Qualifications Framework, Second Edition, January 2013
- PAA Criteria for Certification in Pedorthics, Version 9.1, November 2020
- International Standards for Orthopedic Shoe Technology, ISPO International and IVO, May 2014
- National Register of Vocational Education and Training (VET) in Australia, Textiles, Clothing and Footwear (TCF) Training Package, Medical Grade Footwear, LMT07 - Advanced Diploma of Medical Grade Footwear (Release 2), LMT6020, June 2012
- Southern Cross University Course Handbook, 2018

## Planned Review

The PAA Competency Standards for Australian Professional Pedorthists will be reviewed every 5 years to ensure currency. The next review will occur prior to October 2026.

1. Health Workforce Australia (HWA). (2014). *Australia's Health Workforce Series Podiatrists in Focus*. Retrieved from [https://webarchive.nla.gov.au/awa/20180512122823/http://pandora.nla.gov.au/pan/133228/20150419-0017/www.hwa.gov.au/sites/default/files/HWA\\_Australia-Health-Workforce-Series\\_Podiatrists%20in%20focus\\_vF\\_LR.pdf](https://webarchive.nla.gov.au/awa/20180512122823/http://pandora.nla.gov.au/pan/133228/20150419-0017/www.hwa.gov.au/sites/default/files/HWA_Australia-Health-Workforce-Series_Podiatrists%20in%20focus_vF_LR.pdf)
2. Australian Commission on Safety and Quality in Health Care (ACSQH). (2021). *National Safety and Quality Health Service Standards (2nd Ed.)*. Retrieved from [https://www.safetyandquality.gov.au/sites/default/files/2021-05/national\\_safety\\_and\\_quality\\_health\\_service\\_nsqhs\\_standards\\_second\\_edition\\_-\\_updated\\_may\\_2021.pdf](https://www.safetyandquality.gov.au/sites/default/files/2021-05/national_safety_and_quality_health_service_nsqhs_standards_second_edition_-_updated_may_2021.pdf)
3. Department of Health and Human Services, State Government of Victoria. (2016). *Allied Health: Credentialling, Competency and Capability Framework (Revised Ed.)*. Retrieved from <https://www2.health.vic.gov.au/health-workforce/allied-health-workforce/allied-health-ccc-framework>
4. Department of Human Services, State Government of Victoria. (2009). *Health Workforce Competency Principles: A Victorian Discussion Paper*.
5. The Australian Orthotic Prosthetic Association (2014). *Entry Level Competency Standards for Australian Orthotist/Prosthetists (3<sup>rd</sup> Ed)*. AOPA, Melbourne, Victoria.
6. Connors, C., Breakey, H., Sampford, C. (n.d.) *Professional Standards Councils: Competency-Based Frameworks and Assessment*. Retrieved from <https://www.psc.gov.au/sites/default/files/Competency-Based%20Framework.pdf>

#### Disclaimer

The Pedorthic Association of Australia (PAA) aims to ensure that information within this document is accurate, up-to-date and free from errors, however it may not cover all circumstances relating to workplace activities undertaken by Australian Pedorthists. The PAA, therefore, does not make any warranty about the accuracy, reliability, currency, or completeness of the material contained within this document. The PAA and any individual or organisation associated with the preparation of this document disclaim any and all liability associated with any loss the user of this document may suffer from reliance on the document. Individuals should exercise their own independent skill and judgement before relying on this document.

## Overview of the PAA Competency Standards for Australian Professional Pedorthists

Domain	Collaborative Practice	Professional Conduct	Clinical Practice and Patient Care	Provision of Orthotic Appliances	Provision of Pedorthic Footwear	Footwear Modifications	Business Management	Professional Development
<b>Activity 1</b>	Collaborates with patients and their support person/s to achieve patient-centred care	Adheres to applicable regulatory and legal frameworks	Performs patient assessment	Selects and adjusts prefabricated orthotic appliances	Selects and adjusts prefabricated pedorthic footwear	Performs footwear modifications	Manages pedorthic practice	Engages in continuing professional development
<b>Activity 2</b>	Collaborates with colleagues and other health professionals to achieve patient-centred care	Demonstrates ethical and evidence-based practice	Develops a patient-centred management plan	Fabricates cast and/or last for orthotic appliances	Fabricates cast and/or last for custom-made pedorthic footwear			
<b>Activity 3</b>	Collaborates with external bodies	Works within professional scope of practice, workplace guidelines and individual capabilities.	Implements and evaluates a patient-centred management plan	Fabricates custom-made orthotic appliances	Produces patterns for custom-made pedorthic footwear			
<b>Activity 4</b>			Documents all elements of care		Produces custom-made pedorthic footwear			

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p><b>Domain 1. Collaborative Practice</b></p> <p><b>The pedorthist establishes and maintains professional and respectful relationships to achieve patient-centred care.</b></p>		
<p>1.1 Collaborates with patients and their support person/s to achieve patient-centred care</p>	<p>1.1.1. Ensures all interactions with the patient and/or support person are respectful of and responsive to the patient's preferences, needs, and values.</p> <p>1.1.2. Ensures all interactions with the patient and/or support person protects their dignity and right to privacy.</p> <p>1.1.3. Ensures the patient and/or support person is aware of their rights and responsibilities and that the patient's rights are respected.</p> <p>1.1.4. Ensures all interactions with the patient and/or support person are culturally sensitive and inclusive.</p> <p>1.1.5. Employs ethical, therapeutic and professional communication skills to build rapport with the patient and/or support person/s.</p> <p>1.1.6. Provides timely, relevant and accurate information in clear terms to enable the patient and/or support person to make an informed decision regarding care provision.</p> <p>1.1.7. Obtains informed consent from the patient and/or support person before providing care.</p> <p>1.1.8. Ensures that the patient is supported to engage in their care.</p>	<p><b>Patient:</b> a recipient of pedorthic service. This includes situations where other terminology is used such as client, user, recipient of service, insured person, consumer, beneficiary, or participant. The term may include stakeholders who represent the patient, such as carers, family members, partners, workers and/or guardians. A patient can be referred for pedorthic assessment and care provision by another health care professional/health care provider or self-refer to the pedorthist.</p> <p><b>Support person:</b> an individual who provides consistent care, support and/or assistance to another individual. This may include paid or voluntary carers, support workers, aides, and advocates.</p> <p><b>Culturally sensitive and inclusive:</b> awareness and practice that are inclusive of and respectful towards the diversity of individuals and diverse groups.</p> <p><b>Communication skills:</b> A range of skills that employs verbal and non-verbal techniques to ensure information is exchanged effectively including active listening, open- and closed-interview questioning and environmental factors.</p> <p><b>Informed consent:</b> a voluntary decision by an individual agreeing to a treatment or intervention following provision of comprehensive, accurate, relevant, and clear information about the intervention and available options.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p>1.2 Collaborates with colleagues and other health professionals to achieve patient-centred care</p>	<p>1.2.1. Establishes and maintains appropriate and effective working relationships with colleagues and other health professionals to enhance collaborative practice and provide well-coordinated patient care.</p> <p>1.2.2. Participates as a member of a multidisciplinary healthcare team.</p> <p>1.2.3. Recognises, understands and respects the roles and responsibilities of colleagues and other health professionals.</p> <p>1.2.4. Receives and manages patient referrals, reports and care plans.</p> <p>1.2.5. Uses acceptable protocols for inter-professional verbal and written communication.</p> <p>1.2.6. Provides patient information to other health professionals or service providers in accordance with relevant privacy legislation and ethics relating to privacy and confidentiality.</p>	<p><b>Multidisciplinary healthcare team:</b> a range of health and/or allied health professionals from one or more organisations and/or health disciplines that work together to deliver patient care. A pedorthist is frequently a member of high-risk foot services or a rehabilitation team. Similar terms include interdisciplinary or inter-professional healthcare team.</p> <p><b>Acceptable protocols:</b> workplace communication and documentation processes that are timely, purpose-driven, and concise to share information between health professionals involved in patient care to support safe care provision.</p>
<p>1.3 Collaborates with external bodies</p>	<p>1.3.1. Provides relevant information to facilitate patient <b>access to care</b> in accordance with relevant legislation and ethics relating to privacy and confidentiality.</p> <p>1.3.2. Provides <b>clinical justification</b> for prescribed pedorthic advice and treatment.</p>	<p><b>External bodies:</b> include but are not limited to health, community, government and educational organisations and suppliers of materials, components, and products.</p> <p><b>Access to care:</b> a patient can obtain the professional health services they need when they need them.</p> <p><b>Clinical justification:</b> the pedorthist uses evidence-based information and clinical expertise to explain the reason/s for a pedorthic treatment or intervention and how it is related to a patient's healthcare needs and goals.</p>

Activity	Performance Indicators	Range Statement
<p><b>Domain 2. Professional Conduct</b></p> <p>Pedorthic professional conduct is lawful, safe, ethical and informed by evidence.</p>		
<p>2.1 Adheres to applicable regulatory and legal frameworks</p>	<p>2.1.1 Complies with applicable <b>legislation, policies, standards and guidelines</b>.</p>	<p><b>Legislation, policies, standards and guidelines:</b> include but are not limited to local, state and national laws, policies, standards and guidelines regarding Occupational Health and Safety, Health Care Safety and Quality, Therapeutic Goods, Disability and Aged Care Quality and Safety, Mandatory Reporting, Privacy, Equal Opportunity, Anti-discrimination, and Consumer Protection.</p>
<p>2.2 Demonstrates ethical and evidence-based practice</p>	<p>2.2.1. Abides by <b>relevant codes of ethics and conduct</b>.</p> <p>2.2.2. Uses the <b>best available scientific research evidence</b> combined with clinical expertise and patient values to inform practice and provide safe and high-quality patient care.</p>	<p><b>Relevant codes of ethics and conduct:</b> include but are not limited to the <i>IVO Code of Ethics for Pedorthists</i> and the <a href="#">PAA Code of Ethics and Standards</a>.</p> <p><b>Best available scientific research evidence or evidence:</b> evidence that is considered valid and reliable, which references the levels of evidence summaries published by the Australian National Health and Medical Research Council (NHMRC).</p>
<p>2.3 Works within professional scope of practice, workplace guidelines and individual capabilities</p>	<p>2.3.1. Works within <b>professional scope of practice</b> and with patient consent.</p> <p>2.3.2. Practises within defined work roles and personal and professional capacity.</p> <p>2.3.3. Acknowledges professional abilities and limitations and manages personal healthcare to ensure safe service delivery.</p> <p>2.3.4. Seeks assistance from and/or refers to colleagues, other relevant health professionals, specialist practitioners or services where indicated to ensure safe and high-quality patient care.</p>	<p><b>Professional scope of practice:</b> Pedorthic practice is guided by the <a href="#">PAA Scope of Practice</a> and the <a href="#">Criteria for Certification in Pedorthics Section 3.4 Scope of Registration</a>. Scope of practice includes the areas of the pedorthic profession in which pedorthists have the relevant knowledge, skills and experience to practise safely, legally and efficaciously.</p>

Activity	Performance Indicators	Range Statement
<p><b>Domain 3. Clinical practice and patient care</b></p> <p>The Pedorthist formulates, implements, manages and evaluates a patient-centred treatment/care plan.</p>		
<p>3.1 Performs patient assessment</p>	<p>3.1.1. Provides a safe, hygienic, <b>accessible</b> and comfortable clinical assessment environment that complies with relevant legislation, standards, guidelines, policies and procedures.</p> <p>3.1.2. Reviews and interprets information received from patient referrals, prescriptions and/or reports.</p> <p>3.1.3. Obtains the patient's consent to collect information and perform assessment.</p> <p>3.1.4. Conducts appropriate patient interview to obtain information regarding the patient's health history and present health status.</p> <p>3.1.5. Identifies the patient's needs, preferences, goals and expectations.</p> <p>3.1.6. Performs static and dynamic <b>physical assessment</b> professionally, safely, effectively and with relevance to the patient's presentation.</p> <p>3.1.7. Assesses patient's existing footwear and <b>orthotic appliances</b> if applicable.</p> <p>3.1.8. Utilises <b>supplementary manual and electronic recording and measurement devices, systems and techniques</b> to confirm initial findings or provide additional data.</p>	<p><b>Accessible:</b> the environment can be accessed by people with a disability or impaired mobility.</p> <p><b>Physical assessment:</b> may include examination of the foot and lower limb, knee, hip and spine, and assessment of physical systems (neurological, musculoskeletal, biomechanical, vascular, and integumentary). Pedorthists employ observation, inspection, palpation, testing of strength and range of motion and gait analysis.</p> <p><b>Orthotic appliances:</b> appliances worn on the body to reduce or prevent deformity or to provide support, relieve pain and facilitate movement. Include but are not limited to foot and lower limb orthoses, foot orthotics, orthomechanical devices, ankle foot orthoses (AFOs), knee ankle foot orthoses (KAFOs), compression garments, splints, below knee walkers, controlled ankle movement (CAM) walkers, moonboots, Charcot Restraint Orthotic Walkers (CROW), ankle braces, and drop foot braces.</p> <p><b>Supplementary manual and electronic recording and measurement devices, systems and techniques:</b> include but are not limited to pedographs, plantar pressure measurement systems, 3D scanners, video, photography, computerised gait analysis systems, shoe fitting devices, and manual foot measurement methods.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p>3.2 Develops a patient-centred management plan</p>	<p>3.2.1. Considers the information obtained, the patient's goals, and evidence when formulating treatment options, which may involve finding evidence-based solutions to unpredictable and complex health and mobility needs.</p> <p>3.2.2. Honestly and sensitively shares assessment findings with the patient and/or support person/s.</p> <p>3.2.3. Understands and manages patient expectations with empathy and pragmatism.</p> <p>3.2.4. Consults with, refers or provides feedback to other health professionals where applicable and appropriate.</p> <p>3.2.5. Determines whether a <b>pedorthic intervention</b> is recommended, and if so, which <b>devices</b> have the potential to achieve the established <b>treatment goals</b>.</p> <p>3.2.6. Selects or designs a device or devices to meet the identified treatment goals and rationalises <b>design details</b> of the device/s.</p> <p>3.2.7. Discusses treatment options with the patient and/or support workers to support <b>patient-centred care</b> and informed choice.</p> <p>3.2.8. Formulates a suitable management plan and selects appropriate <b>outcome measures</b>.</p> <p>3.2.9. Discusses the management plan with the patient and/or support person/s including possible <b>funding options or subsidies</b> for pedorthic services or products with the patient and/or support person/s.</p> <p>3.2.10. Seeks approval from the patient and other relevant parties to implement the <b>patient-centred management plan</b> and obtains informed consent to proceed with the plan.</p>	<p><b>Pedorthic intervention:</b> a strategy to improve, maintain or promote health and mobility that includes advice regarding foot health, footwear, and orthotic appliances and/or provision of prefabricated or custom-made pedorthic footwear, prefabricated or custom-made orthotic appliances and/or footwear modifications.</p> <p><b>Devices:</b> includes orthotic appliances, pedorthic footwear and footwear with modifications.</p> <p><b>Treatment goals:</b> the aim of pedorthic treatment in assisting a patient to achieve their health and/or mobility goals.</p> <p><b>Design details:</b> include but are not limited to componentry, materials and fabrication processes.</p> <p><b>Patient-centred care:</b> involves identifying and understanding what is important to the patient, establishing trust and mutual respect and working together to share decisions and plan care.</p> <p><b>Outcome measures:</b> reliable methods to check if treatment is viable and effective.</p> <p><b>Funding options or subsidies:</b> include but are not limited to Medicare, private health insurances and federal and state health, disability and equipment funding schemes.</p> <p><b>Patient-centred management plan:</b> a schedule for pedorthic care that incorporates the patient's needs and goals and the pedorthist's clinical recommendations and suggested solutions.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
3.3 Implements and evaluates a patient-centred management plan	<p>3.3.1. Implements the agreed management plan safely and effectively with adherence to legislative and workplace requirements.</p> <p>3.3.2. Provides a high-quality pedorthic intervention that best meets the management plan requirements.</p> <p>3.3.3. Selects, designs, <b>fabricates</b>, fits, evaluates and/or modifies the pedorthic device/s.</p> <p>3.3.4. Monitors and evaluates implementation of the management plan in consultation with the patient and in line with the treatment goals.</p> <p>3.3.5. Maintains communication with others engaged in the patient's care during management plan implementation if appropriate.</p> <p>3.3.6. Provides <b>education, guidance and documentation</b> to the patient and/or support person/s in clear terms for ongoing management of the patient's condition using appropriate forms of communication.</p> <p>3.3.7. Reviews the patient at appropriate intervals to evaluate effectiveness, fit, function, comfort, suitability, quality and safety of the pedorthic intervention and modifies management plans and pedorthic intervention/s over time informed by assessments, reviews, changing goals and needs to ensure optimal patient care is maintained.</p>	<p><b>Fabricates:</b> incorporates all aspects involved in producing an orthotic appliance or pedorthic footwear including measuring, casting, making and modifying. A similar term is "manufacture."</p> <p><b>Education, guidance and documentation:</b> include but are not limited to verbal and written usage guidance and instructions, care and maintenance instructions, warranties and review timeframes.</p>
3.4 Documents all elements of care	<p>3.4.1. Documents all stages of patient care provision to support safe, high-quality and continuous patient care.</p> <p>3.4.2. Maintains legible, accurate, concise, up-to-date and complete <b>clinical documentation</b>.</p> <p>3.4.3. Adheres to legislative and organisational requirements for storage and sharing of documentation.</p>	<p><b>Clinical documentation:</b> digital and paper-based information regarding a patient which may include patient files and patient, supplier, and health professional communications.</p>

Activity	Performance Indicators	Range Statement
<p><b>Domain 4. Provision of orthotic appliances</b></p> <p>The Pedorthist provides safe and high-quality prefabricated and custom-made orthotic appliances.</p>		
<p>4.1 Selects and adjusts prefabricated orthotic appliances</p>	<p>4.1.1. Identifies and selects appropriate <b>prefabricated</b> orthotic appliance/s for the patient’s anatomical, physiological, biomechanical, functional and psychological needs that aligns with their treatment goals and the management plan.</p> <p>4.1.2. Fits prefabricated orthotic appliances using suitable <b>fitting techniques</b>.</p> <p>4.1.3. Ensures prefabricated orthotic appliances fit properly into footwear.</p> <p>4.1.4. Modifies prefabricated orthotic appliances using appropriate <b>construction techniques</b> and materials to improve fit and function as required.</p> <p>4.1.5. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>4.1.6. Accommodates and/or incorporates <b>complementary devices</b> safely and effectively.</p> <p>4.1.7. Ensures prefabricated orthotic appliances are structurally and functionally safe and comply with legislation and <b>manufacturing guidelines and standards</b>.</p> <p>4.1.8. Conducts final fitting and <b>dispenses</b> prefabricated orthotic appliances to the patient.</p> <p>4.1.9. Provides education, guidance and documentation to the patient and/or support person/s in clear terms for use and maintenance of the orthotic appliance/s.</p>	<p><b>Prefabricated:</b> industrially manufactured and not custom-made to individual specifications. Similar terms include “ready-made”, “off-the-shelf” and “over-the-counter”.</p> <p><b>Fitting techniques:</b> a range of methods used to ensure footwear fits accurately, accommodates, and protects the feet, and meets a patient’s functional requirements. Involves knowledge and understanding of lower limb anatomy, pathology and biomechanics.</p> <p><b>Construction techniques:</b> are usually a combination of manual and machine operations which include but are not limited to cutting, heating, and cooling, stapling, tacking, grinding, shaping, vacuum forming, milling, cementing and covering.</p> <p><b>Complementary devices:</b> footwear and orthotic appliances or mobility aids that belong to the patient and are not provided by the pedorthist.</p> <p><b>Manufacturing guidelines and standards:</b> include but are not limited to ISO standards, supplier instructions, product manuals and product ratings.</p> <p><b>Dispenses:</b> the pedorthic device is provided to the patient after adjustments and final fitting.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p>4.2 Fabricates cast and/or last for orthotic appliances</p>	<p>4.2.1. Accurately takes and records all <b>measurements</b> and <b>drawings</b> that are necessary for casting and fabrication.</p> <p>4.2.2. Selects and designs the type of <b>cast</b> and/or <b>last</b> to be fabricated which meets the patient's anatomical, physiological, biomechanical and functional needs that aligns with their treatment goals and the management plan.</p> <p>4.2.3. Selects appropriate materials to fabricate the cast and/or last.</p> <p>4.2.4. Fabricates and modifies casts and/or lasts to meet the patient's anatomical, physiological, biomechanical and functional needs and the design criteria.</p> <p>4.2.5. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>4.2.6. Evaluates cast and/or last to ensure desired shape, structure and dimensions have been achieved.</p>	<p><b>Measurements:</b> may be made manually or using digital systems. Include but are not limited to pedographs, measuring tape and 3D scanners.</p> <p><b>Drawings:</b> three-dimensional visualization and projection, particularly applied to feet and legs, which translates the anatomical and physiological characteristics of the patient to the proposed cast and/or last. Include but are not limited to profile drawings.</p> <p><b>Cast:</b> a cast may be negative or positive. A negative cast is a representative of the foot or lower limb in a shell or hollow form. A positive cast is solid and produced from a form or mould. Casts are produced by hand, mechanical or digital methods. The casts must meet the requirements for individual foot shape, foot and body system function, postural alignment and design criteria. Involves knowledge and understanding of lower limb anatomy, pathology and biomechanics.</p> <p><b>Last:</b> a form representing the shape of a foot on which an orthotic appliance or footwear may be made.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p>4.3 Fabricates custom-made orthotic appliances</p>	<p>4.3.1. Designs <b>custom-made</b> orthotic appliances using <b>suitable methods</b> to meet the patient's anatomical, physiological, biomechanical and functional needs that aligns with their treatment goals and the management plan.</p> <p>4.3.2. Selects <b>materials</b> according to the patient's treatment goals, management plan and design criteria.</p> <p>4.3.3. Fabricates custom-made orthotic appliances using appropriate <b>construction techniques</b>.</p> <p>4.3.4. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>4.3.5. Fits custom-made orthoses and and/or orthotic appliances using suitable fitting techniques.</p> <p>4.3.6. Modifies custom-made orthoses and/or orthotic appliances using appropriate construction techniques and materials to improve fit and function as required.</p> <p>4.3.7. Accommodates and/or incorporates complementary devices effectively.</p> <p>4.3.8. Ensures custom-made orthoses and/or orthotic appliances are structurally and functionally safe and comply with legislation and manufacturing guidelines and standards.</p> <p>4.3.9. Conducts final fitting and dispenses custom-made orthotic appliances to the patient.</p> <p>4.3.10. Provides education, guidance and documentation to the patient and/or support person/s in clear terms for use and maintenance of the custom-made orthotic appliances.</p> <p>4.3.11. Reviews the patient at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the custom-made orthotic appliance/s.</p>	<p><b>Custom-made:</b> unique and made specifically for an individual.</p> <p><b>Suitable methods:</b> methods may be manual or digital and include but are not limited to hand drawing and CAD/CAM (computer-aided design and manufacturing). Involves knowledge of anatomy, physiology, biomechanics, materials, design and engineering.</p> <p><b>Materials:</b> the pedorthist utilises a range of materials with varying firmness, density, flexibility, cushioning, energy absorption, thickness, moisture control, antibacterial properties, grip and function.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p><b>Domain 5. Provision of Pedorthic Footwear</b></p> <p>The Pedorthist provides safe and high-quality prefabricated and/or custom-made pedorthic footwear.</p>		
<p>5.1 Selects and adjusts prefabricated pedorthic footwear</p>	<p>5.1.1. Identifies and selects appropriate prefabricated <b>pedorthic footwear</b> for the patient's anatomical, physiological, biomechanical, functional and psychological needs that aligns with their treatment goals and the management plan.</p> <p>5.1.2. Fits prefabricated pedorthic footwear using suitable fitting techniques.</p> <p>5.1.3. Adjusts prefabricated pedorthic footwear using appropriate construction techniques and materials to improve fit and function as needed.</p> <p>5.1.4. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>5.1.5. Accommodates and/or incorporates complementary devices safely and effectively.</p> <p>5.1.6. Ensures prefabricated pedorthic footwear is structurally and functionally safe and complies with legislation and manufacturing guidelines and standards.</p> <p>5.1.7. Conducts final fitting and dispenses footwear to the patient.</p> <p>5.1.8. Provides education, guidance and documentation to the patient and/or support person/s in clear terms for use and ongoing review, repair and maintenance of the prefabricated pedorthic footwear.</p> <p>5.1.9. Reviews the patient at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the prefabricated pedorthic footwear.</p>	<p><b>Pedorthic footwear:</b> footwear specially designed and/ or modified to improve mobility, reduce discomfort and or minimise the propensity for problems in the medium- and long-term future. Similar terms include medical grade, orthopaedic, therapeutic, extra-depth, or surgical footwear.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
5.2 Fabricates cast and/or last for custom-made pedorthic footwear	<p>5.2.1. Accurately takes and records all measurements that are necessary for casting and fabrication.</p> <p>5.2.2. Makes all drawings that are necessary for casting and fabrication.</p> <p>5.2.3. Selects the type of cast and last to be fabricated which meet the patient's anatomical, physiological, biomechanical and functional needs that aligns with their treatment goals and the management plan and conforms with the design criteria.</p> <p>5.2.4. Selects appropriate materials to fabricate the cast and last.</p> <p>5.2.5. Fabricates and modifies cast to create a last that meets the patient's anatomical, physiological, biomechanical and functional needs and the design criteria.</p> <p>5.2.6. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>5.2.7. Evaluates last to ensure desired shape, structure and dimensions have been achieved using appropriate <b>appraisal methods</b>.</p>	<p><b>Appraisal methods:</b> include but are not limited to comparing the last with measurements, drawings, pedographs, scans, imaging and/or molds/models.</p>
5.3 Produces patterns for custom-made pedorthic footwear	<p>5.3.1. Designs patterns utilising the last and information obtained from patient assessment, measurements and drawings.</p> <p>5.3.2. Produces patterns for the footwear <b>upper</b> and <b>sole</b> using appropriate <b>pattern-making techniques</b>.</p> <p>5.3.3. Reviews pattern to ensure it conforms with the design criteria and last construction and adjusts as required.</p>	<p><b>Upper:</b> the part of the shoe that covers the foot and includes the outer and linings.</p> <p><b>Sole:</b> the bottom part of the shoe including the insole, midsole and outsole.</p> <p><b>Pattern-making techniques:</b> information is accurately translated from a three-dimensional last to a two-dimensional pattern.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p>5.4 Produces custom-made pedorthic footwear</p>	<p>5.4.1. Makes a <b>prototype</b> of the footwear design, conducts a trial fitting, evaluates the viability of the design and adjusts as required.</p> <p>5.4.2. Selects materials according to the design criteria.</p> <p>5.4.3. Precisely cuts and skives all pattern pieces, sews and closes the footwear upper.</p> <p>5.4.4. <b>Fabricates footwear</b> using appropriate construction techniques.</p> <p>5.4.5. Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>5.4.6. Adjusts custom-made pedorthic footwear to improve fit and function as required.</p> <p>5.4.7. Ensures custom-made pedorthic footwear is structurally and functionally safe and complies with legislation and manufacturing guidelines and standards.</p> <p>5.4.8. Conducts final fitting and dispenses custom-made pedorthic footwear to the patient.</p> <p>5.4.9. Provides education, guidance and documentation to the patient and/or support person/s in clear terms for use and maintenance of the custom-made pedorthic footwear.</p> <p>5.4.10. Reviews the patient at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the custom-made pedorthic footwear.</p>	<p><b>Prototype:</b> includes but is not limited to a plastic fitting and/or trial shoe.</p> <p><b>Fabricates footwear:</b> Lasts, constructs, and finishes the footwear. Include but are not limited to skiving, cutting, heating and cooling, stapling, tacking, beading, stretching, blocking, randing, reinforcing, grinding, shaping, covering and polishing.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p><b>Domain 6. Footwear Modifications</b></p> <p><b>The Pedorthist performs safe and high-quality footwear modifications to improve fit, function and patient mobility.</b></p>		
<p>6.1 Performs footwear modifications</p>	<p>6.1.1. Examines and reviews prefabricated footwear to determine suitability and practicability for modification using appropriate <b>assessment criteria</b>.</p> <p>6.1.2. Identifies the type of <b>footwear modification</b> to be performed which meets the patient's anatomical, physiological, biomechanical and functional needs that aligns with their treatment goals and the management plan.</p> <p>6.1.3. Accommodates and/or incorporates complementary devices effectively</p> <p>6.1.4. Selects materials according to modification specifications.</p> <p>6.1.5. Undertakes modification of footwear using suitable construction techniques.</p> <p>6.1.6. Fits modified footwear using relevant fitting techniques.</p> <p>6.1.7. Adjusts modified footwear to improve fit and function as required.</p> <p>6.1.8. Ensures modified footwear is structurally and functionally safe and complies with legislation and manufacturing guidelines and standards.</p> <p>6.1.9. Conducts final fitting and dispenses the modified footwear to the patient.</p> <p>6.1.10. Provides education, guidance and documentation to the patient and/or support person/s in clear terms for use and maintenance of the modified footwear.</p> <p>6.1.11. Reviews the patient at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the modified footwear.</p>	<p><b>Assessment criteria:</b> includes but are not limited to design, fit, size, structure, features and function. Involves knowledge of lower limb anatomy, physiology, pathology, and biomechanics as well as materials and footwear construction.</p> <p><b>Footwear modification:</b> a range of recognised adaptations to the inside or outside of footwear that alters its structure and function to resolve a patient's foot health and/or mobility need.</p>

<b>Activity</b>	<b>Performance Indicators</b>	<b>Range Statement</b>
<p><b>Domain 7. Business Management</b></p> <p><b>The Pedorthist applies administrative and management skills to deliver safe and high-quality pedorthic services.</b></p>		
<p>7.1 Manages pedorthic practice</p>	<p>7.1.1. Understands principles of small business management and applies related knowledge and skills to manage the pedorthic practice.</p> <p>7.1.2. Understands the structure and functions of the Australian healthcare system.</p> <p>7.1.3. Manages the pedorthic practice in accordance with applicable legislation and organisational policies and procedures.</p> <p>7.1.4. Supervises other pedorthists and clinical staff and delegates tasks where indicated.</p> <p>7.1.5. Identifies and introduces improved methods for increasing efficiency, productivity and service delivery.</p>	<p><b>Related knowledge and skills:</b> include but are not limited to marketing, financial management, operations and human resources.</p> <p><b>Structure and functions of the Australian health care system:</b> including health care policy, funding and governance.</p> <p><b>Service delivery:</b> delivers effective pedorthic services and resources to ensure safe and high-quality patient care.</p>

Activity	Performance Indicators	Range Statement
<p><b>Domain 8. Professional Development</b></p> <p>The Pedorthist engages in continuing individual professional development and contributes to the development of the pedorthic profession to improve patient health outcomes.</p>		
<p>8.1 Engages in continuing professional development</p>	<p>8.1.1. Reflects, critiques and evaluates individual and organisational pedorthic practice on an ongoing basis.</p> <p>8.1.2. Continually develops professional knowledge and skills informed by self-reflection, feedback from others, workplace needs and evidence.</p> <p>8.1.3. Maintains awareness of trends, innovations, issues and changes in pedorthic technology and clinical care.</p> <p>8.1.4. Participates in appropriate pedorthic research and contributes to the pedorthics evidence base.</p> <p>8.1.5. Engages in appropriate supervision, education, training and mentoring of others to support development of the pedorthic profession and improve care provision.</p>	<p><b>Organisational:</b> relating to the pedorthic workplace and the pedorthic industry.</p> <p><b>Professional knowledge and skills:</b> include clinical, technical, and interpersonal knowledge and skills.</p> <p><b>Pedorthics evidence base:</b> body of information and knowledge relating to pedorthics.</p>

## Review of Document

This policy will be reviewed from time to time as required. This will generally be at least every five years.

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## Glossary

The following glossary of terms applies across all PAA governance documents:

**Advice:** Provision of information, education, guidance and/or recommendations regarding foot health, foot care, footwear, pedorthic footwear and orthotic appliances.

**AGM:** Annual General Meeting.

**ANTA:** Australian National Training Authority or succeeding organisations. a statutory authority operating between 1992-2005 that focussed on vocational education and training (VET).

**Appeal:** A written request to review a PAA or APRB Committee decision.

**Appeal Committee:** A committee nominated by the PAA Board to manage the appeals process.

**Applicant:** An individual who has applied for membership with the PAA or certification/re-certification.

**APRB Committee Chair/Committee Chair:** A member of the APRB Committee responsible for administering the certification process and maintaining the pedorthic register.

**APRB Committee Members:** A managing committee of five (5) individuals nominated and endorsed at the PAA AGM. Each Committee member is elected for three (3) years.

**Australian Pedorthists Registration Board (APRB) Committee or APRB Committee:** A PAA sub-committee that manages certification of pedorthists in Australia and investigates all complaints received by the PAA.

**Bachelor program:** A higher education program accredited by the PAA Board to deliver pedorthic education.

**Board of Directors:** The body responsible for governance of the PAA.

**Certification:** The formal recognition and registration process of pedorthists in Australia.

**Certification Panel:** A panel of examiners that reviews certification applications and makes a decision regarding an applicant's competency and suitability for certification.

**Certified Person:** An individual formally recognised and registered by the APRB Committee including Certified Pedorthic Retailer, Certified Pedorthist and/or Certified Pedorthist Custom Maker.

**Complaint:** Any expression of concern, dissatisfaction or disagreement with a decision or action made by the PAA, APRB, certified pedorthists or other members, the quality or delivery of service or the conduct of another person.

**Criteria for Certification in Pedorthics or Criteria:** The program prepared by the PAA which sets out the requirements and processes for pedorthic certification and re-certification in Australia.

**Custom-made:** Unique and made specifically for an individual.

**Evidence-based or evidence:** Valid and reliable information that is supported by rigorous research.

**Fabricated or fabricates:** All aspects involved in producing an orthotic appliance or pedorthic footwear. Similar terms include "manufactures", "makes" or "custom-makes."

**Informed consent or consent:** A voluntary decision by an individual agreeing to a treatment or intervention following provision of comprehensive, accurate, relevant and clear information.

**Investigating Officer** – The person delegated by the APRB Committee to investigate a complaint and provide a report to the APRB Committee Chair.

**IVO:** Internationaler Verband Orthopaedieschuhtechnik (IVO), also known as the International Association of Pedorthics, of which the PAA is a member.

**Orthotic Appliances:** An appliance worn on the body to reduce or prevent deformity or to provide support, relieve pain and facilitate movement such as foot and lower limb orthoses, foot orthotics, orthomechanical devices, ankle foot orthoses (AFOs), knee ankle foot orthoses (KAFOs), compression garments, splints, below knee walkers, controlled ankle movement (CAM) walkers, moonboots, Charcot Restraint Orthotic Walkers (CROW), ankle braces, and drop foot braces.

**Patient:** a recipient of pedorthic care, products and services. Includes terms such as client, user, recipient of service, insured person, consumer, beneficiary or participant. The term may include stakeholders who represent the patient such as carers, support people, family members, partners, workers and/or guardians.

**Patient- or person-centred care:** Care that involves identifying and understanding what is important to the patient, establishing trust and mutual respect and working together to share decision-making,

**Pedorthic Association of Australia (PAA) or Association or PAA:** A voluntary fee-based membership organisation and peak representative body for pedorthists in Australia.

**Pedorthic Footwear:** Footwear specially designed, fabricated and/ or modified to improve health and mobility, reduce discomfort and/or minimise the propensity for lower limb impairment in the future. Similar terms include medical grade, orthopaedic, therapeutic, extra-depth or surgical footwear.

**Pedorthic Register:** A list of certified persons maintained by the APRB Committee.

**Pedorthics** - The professional field concerned with the provision of pedorthic footwear, orthotic appliances and appropriate advice to a patient after assessment and analysis of the patient's condition(s). Includes the provision of prefabricated footwear, alteration and modification of prefabricated footwear, custom-designed and fabricated pedorthic footwear and orthotic appliances, and advice on the need and application of pedorthic footwear and orthotic appliances.

**Pedorthic Services:** Strategies to improve, maintain or promote patient health and mobility that includes advice regarding foot health care, footwear, and orthotic appliances and/or provision of prefabricated or custom-made pedorthic footwear, prefabricated or custom-made orthotic appliances and/or footwear modifications. Includes the terms "pedorthic care" and "pedorthic intervention."

**Pedorthist:** A person trained in Pedorthics who provides pedorthic footwear and orthotic appliances, pedorthic advice and pedorthic services.

**Practice:** Work performed in any role, whether remunerated or not, in which an individual uses their skills or knowledge to contribute to the safe and effective delivery of pedorthic services.

**Prefabricated:** Industrially manufactured and not custom-made to individual specifications. Similar terms include "ready-made", "off-the-shelf" and "over-the-counter".

**Recent:** An individual who has utilised their professional knowledge and skills in activities that meet the definition of practice since qualifying as a pedorthic retailer or pedorthist.

**Re-certification:** The process of renewing pedorthic certification in Australia.

**Registrar of Pedorthists or Registrar:** The agency that credentials individuals as certified pedorthists. The Registrar is the APRB Committee.

**Relevant Regulatory Body:** Includes any department or nominated individual, or body empowered by the Government of the Commonwealth of Australia, States and Territories and local councils.

**Review Board:** A panel of representatives from which the Certification Panel is drawn.

**TCF Training Package:** Textiles, Clothing and Footwear (TCF) Training Package Medical Grade Footwear LMT07 as endorsed by the National Training Quality Council 2008 or later versions endorsed by the relevant government authority and PAA.

**VET:** Vocational education and training.