

PAA COMPETENCY STANDARDS FOR AUSTRALIAN PEDORTHIC RETAILERS



PEDORTHIC ASSOCIATION OF AUSTRALIA

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Introduction

The Pedorthic Association of Australia (PAA) Competency Standards for Australian Pedorthic Retailers describe the attributes a pedorthic retailer 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. Certified Pedorthic Retailers (CRetPed Au) specialise in advice, fitting, and provision of prefabricated pedorthic footwear and prefabricated foot orthoses and insoles.

What is Competency?

Competence refers to the overall capacity of a person to do something effectively.¹ People develop competence in various ways, including via educational and experiential pathways.¹

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.¹

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.¹

Competency, as applied in the workplace, is a criterion that can be recognised, measured, and assessed to ensure performance by a professional.^{2,3} Competency standards explicitly describe the minimum work outcomes and performance level required to demonstrate workplace competency.¹

Purpose of the PAA Competency Standards

The Standards endeavour to:

- inform pedorthists and pedorthic retailers of the minimum standards expected of Certified Pedorthic Retailers (CRetPed Au) practising in Australia
- inform the public of the minimum standards they can expect of Certified Pedorthic Retailers (CRetPed Au) practising in Australia
- advise government and employers of the minimum standards expected of Certified Pedorthic Retailers (CRetPed Au) in Australia
- inform institutions and organisations responsible for the education and training of pedorthic students of the minimum standards required of Certified Pedorthic Retailers (CRetPed Au) in Australia
- inform and guide processes pertaining to certification of Certified Pedorthic Retailers (CRetPed 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 retail practice in Australia. Each domain contains a list of *activities* which describe the tasks required to perform the work roles listed as domains.

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. Pedorthic retailers may not always engage with all activities listed in the domains, however the standards apply to the extent a pedorthic retailer engages in the relevant activities and in situations where pedorthic retailers 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), that 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 Orthopaedie-Schuhtechniker (IVO), also known as the International Pedorthic Association, established International Standards for Orthopedic Shoe Technology in 2014⁷. 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 orthopaedic shoe sector and orthopaedic 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 of Directors and PAA members have also contributed to the development of the standards.

Nominative References

- Australian Qualifications Framework (AQF), Second Edition, January 2013
- Australian Core Skills Framework, 2012
- International Standards for Orthopedic Shoe Technology, ISPO International and IVO, May 2014
- MST Textiles, Clothing and Footwear Training Package Release 5.0 Companion Volume Implementation Guide, 22 December 2022
- 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 2.0), LMT6020, June 2012
- PAA Criteria for Certification in Pedorthics, Version 9.1, November 2020
- The College of Pedorthics of Canada, Graduate Profile Competencies, 2019

1. 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>
2. The Australian Orthotic Prosthetic Association (2014). *Entry Level Competency Standards for Australian Orthotist/Prosthetists (3rd Ed)*. AOPA, Melbourne, Victoria.
3. 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 and Pedorthic Retailers. 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 Pedorthic Retailers

Domain \ Activity	Activity 1	Activity 2	Activity 3	Activity 4
1. Collaborative Practice	Collaborates with clients and their support person/s to achieve client-centred care	Collaborates with colleagues and other health professionals to achieve client-centred care		
2. Professional Conduct	Adheres to applicable regulatory and legal frameworks	Demonstrates ethical practice	Works within professional scope of practice, workplace guidelines and individual capabilities	
3. Client Service	Provides advice pertaining to lower limb health, footwear, prefabricated foot orthoses and insoles	Performs client assessment	Develops, implements and reviews a foot care plan	Documents all elements of care
4. Provision of Prefabricated Pedorthic Footwear	Selects and fits prefabricated pedorthic footwear			
5. Footwear Modifications	Performs minor footwear modifications that do not alter the footwear's principal function and construction to improve and maintain fit, function and mobility for clients with low-risk foot conditions	Fits modified footwear		
6. Provision of Prefabricated Foot Orthoses and Insoles	Selects, fits and adjusts prefabricated foot orthoses and insoles			
7. Business Management	Manages pedorthic retail practice	Sells prefabricated pedorthic footwear and prefabricated foot orthoses and insoles		
8. Professional Development	Engages in continuing professional development			

Activity	Performance Indicators	Range Statement
<p>Domain 1. Collaborative Practice</p> <p>The pedorthic retailer establishes and maintains professional and respectful relationships to achieve client-centred care.</p>		
<p>1.1 Collaborates with clients and their support person/s to achieve client-centred care</p>	<p>1.1.1 Ensures all interactions with the client and/or support person are respectful of and responsive to the client's preferences, needs, and values.</p> <p>1.1.2 Ensures all interactions with the client and/or support person protects their dignity and right to privacy.</p> <p>1.1.3 Ensures the client is aware of their rights and responsibilities and that the client's rights are respected.</p> <p>1.1.4 Ensures all interactions with the client and/or support person are culturally sensitive and inclusive.</p> <p>1.1.5 Employs effective communication skills to build rapport with the client and/or support person/s.</p> <p>1.1.6 Provides timely, relevant and accurate information in clear terms to enable the client and/or support person to make an informed decision regarding service provision.</p> <p>1.1.7 Obtains informed consent from the client and/or support person before providing care.</p>	<p>Client-centred care: involves identifying and understanding what is important to the patient, establishing trust and mutual respect and working together to achieve positive outcomes.</p> <p>Client: a recipient of pedorthic service. This includes the terms patient, user, recipient of service, insured person, consumer, customer, beneficiary, or participant. The term may include stakeholders who represent the client, such as carers, family members, partners, workers and/or guardians. A client can be referred by a health care provider or through self-referral.</p> <p>Support person: an individual who provides consistent care, support and/or assistance to another individual. This may include paid or voluntary carers, family members, support workers, aides, and advocates.</p> <p>Culturally sensitive and inclusive: awareness and practices that are inclusive of and respectful towards the diversity of individuals and groups.</p> <p>Communication skills: 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>Informed consent: 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>

Activity	Performance Indicators	Range Statement
<p>1.2 Collaborates with colleagues and other health professionals to achieve client-centred care</p>	<p>1.2.1. Establishes and maintains appropriate and effective working relationships with colleagues, health professionals and service providers to enhance collaborative practice and provide well-coordinated client care.</p> <p>1.2.2. Recognises, understands and respects the roles and responsibilities of colleagues, health professionals and service providers.</p> <p>1.2.3. Receives and manages client referrals, reports and care plans.</p> <p>1.2.4. Provides client information to health professionals and service providers in accordance with relevant privacy legislation and ethics relating to privacy and confidentiality.</p>	<p>Health professionals: includes medical and allied health professionals.</p> <p>Service providers: include but are not limited to providers of aged care, disability, insurance and health care services.</p>

Activity	Performance Indicators	Range Statement
<p>Domain 2. Professional Conduct</p> <p>Pedorthic retailer professional conduct is lawful, safe, and ethical.</p>		
<p>2.1 Adheres to applicable regulatory and legal frameworks</p>	<p>2.1.1 Complies with applicable legislation, policies, standards and guidelines.</p> <p>2.1.2 Maintains current PAA membership and registration.</p>	<p>Legislation, policies, standards and guidelines: include but are not limited to PAA policies and standards, 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 practice</p>	<p>2.2.1 Abides by relevant codes of ethics and conduct.</p> <p>2.2.2 Displays integrity, accountability, fairness, humanitarianism and professionalism in the conduct of everyday pedorthic practice.</p>	<p>Relevant codes of ethics and conduct: include but are not limited to the <i>IVO Code of Ethics for Pedorthists</i> and the <i>PAA Code of Ethics and Standards</i>.</p>
<p>2.3 Works within professional scope of practice, workplace guidelines and individual capabilities</p>	<p>2.3.1 Works within professional scope of practice and with client 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 where indicated from and/or refers to colleagues, certified pedorthists, health professionals, specialist practitioners or services to ensure safe and high-quality client care.</p>	<p>Professional scope of practice: Pedorthic practice is guided by the <i>PAA Scope of Practice</i> and the <i>Criteria for Certification in Pedorthics Section 3.4 Scope of Registration</i>. Scope of practice includes the areas of the pedorthic profession in which pedorthic retailers have the relevant knowledge, skills and experience to practise safely, legally and efficaciously.</p>

Activity	Performance Indicators	Range Statement
<p>Domain 3. Client service</p> <p>The pedorthic retailer provides safe, high-quality and comprehensive client service.</p>		
<p>3.1 Provides advice pertaining to lower limb health, footwear, prefabricated foot orthoses and insoles</p>	<p>3.1.1 Provides information, education, guidance and/or recommendations regarding foot health, foot care, footwear, pedorthic footwear and orthotic appliances.</p> <p>3.1.2 Demonstrates knowledge and understanding of:</p> <ul style="list-style-type: none"> • Lower limb structure and function • Gait • Role of the foot during activity • Features and functions of footwear • Types of footwear • Styles of footwear • Footwear construction • Footwear materials • Prefabricated foot orthoses and insoles • Surgical and medical conditions that affect the lower limb • Principles of good health <p>3.1.3 Recognises the impact of ill-fitting or poorly manufactured footwear.</p> <p>3.1.4 Clearly communicates verbal and written information to the client and/or support person/s in everyday language</p> <p>3.1.5 Provides appropriate educational and informative documentation to the client and/or support person/s.</p>	<p>Lower limb structure and function: hip, leg, foot and ankle anatomy and physiology including bones, connective tissue, joints, muscles, nerves, blood vessels, physical systems (neurological, musculoskeletal, biomechanical, vascular, and integumentary/skin) and biomechanics.</p> <p>Gait: includes observing and analysing the way a person walks, understanding how gait patterns are influenced by age, health, personality, mood and sociocultural factors, knowledge of the gait cycle, and awareness of types of gait and common gait disorders.</p> <p>Role of the foot during activity: how the foot functions when in a dynamic state including but not limited to balancing, standing, walking, running, climbing, dancing, kicking, jumping and during sport-specific activities.</p> <p>Features and functions of footwear: features include but are not limited to steel caps, soles, outsoles, midsoles, insoles, inlays, heels, uppers, reinforcements, lining, fastenings, elastic sides, sizes and shapes, and functions include protection, support, safety, stability, mobility and aesthetics.</p> <p>Types of footwear: include but are not limited to prefabricated footwear, custom-made footwear, pedorthic footwear, comfort footwear, safety boots, work boots and shoes, fashion shoes, leisure shoes, walking boots and shoes, sport shoes, slippers and house shoes.</p>

Activity	Performance Indicators	Range Statement
		<p>Styles of footwear: include but are not limited to balmoral, oxford, blucher/derby, mary-jane, monk, court shoe, moccasin and sandal.</p> <p>Footwear construction: includes but is not limited to types of shoe lasts, parts of a shoe.and manufacturing processes.</p> <p>Footwear materials: include but are not limited to types, properties and performance of polymers, metals, and organic materials; chemicals and adhesives used in manufacture; handling procedures for materials; common faults, problems and surface defects of footwear materials, and how to deal with them.</p> <p>Prefabricated foot orthoses and insoles: including types of commercially-made orthoses and insoles, orthotic purpose (e.g. accommodative, functional), materials and construction.</p> <p>Surgical and medical conditions: include but are not limited to injuries, pathologies affecting the foot and ankle. systemic health conditions, chronic diseases, amputation, lower limb abnormalities and deformities.</p> <p>Principles of good health: include but are not limited to self-care, self-assessment, nutrition, movement, exercise, hygiene, mental health care, compliance with health advice and therapy, and regular medical check-ups.</p> <p>Educational and informative documentation: includes but is not limited to brochures, verbal and written usage guidance and instructions, care and maintenance instructions, warranties and review timeframes.</p>

Activity	Performance Indicators	Range Statement
<p>3.2 Performs client assessment</p>	<p>3.2.1 Provides a safe, hygienic, accessible and comfortable assessment environment that complies with relevant legislation, standards, guidelines, policies and procedures.</p> <p>3.2.2 Demonstrates appropriate use of personal protective equipment (PPE).</p> <p>3.2.3 Reviews and interprets information received from client referrals, prescriptions and/or reports.</p> <p>3.2.4 Obtains the client's consent to collect information and perform assessment.</p> <p>3.2.5 Conducts appropriate client interview to obtain information regarding the client's health history and present health status.</p> <p>3.2.6 Identifies the client's needs, preferences, goals and expectations.</p> <p>3.2.7. Performs a simple foot health assessment professionally, safely, effectively and with relevance to the client's presentation.</p> <p>3.2.8 Assesses client's existing footwear and examines foot orthoses and insoles if applicable.</p> <p>3.2.9 Utilises supplementary manual and electronic recording and measurement devices, systems and techniques to confirm initial findings or provide additional information.</p> <p>3.2.10 Honestly and sensitively shares assessment findings with the client and/or support person/s.</p> <p>3.2.11 Identifies clients who may be at risk and refers them to medical and/or health professionals where indicated.</p>	<p>Accessible: the environment can be accessed by people with a disability or impaired mobility.</p> <p>Static and dynamic: stationary/passive and active</p> <p>Foot health assessment: Pedorthists employ observation, inspection, palpation and gait analysis. May include examination of the foot and lower limb, knee, hip and spine.</p> <p>Foot orthoses and insoles: appliances worn on the foot to reduce or prevent deformity, provide support, relieve pain and/or facilitate movement. Include but are not limited to foot orthoses, foot orthotics, foot insoles and shoe inserts.</p> <p>Supplementary manual and electronic recording and measurement devices, systems, and techniques: 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. The pedorthic retailer is aware of the similarities and differences of various systems, can explain their use, apply them and can reliably to obtain a foot image and dimensions.</p> <p>where indicated: pedorthic retailers can refer the client to a Certified Pedorthist, Certified Pedorthist Custom Maker, relevant health professional and/or to the client's footwear prescriber if the client's condition is suspected to require medical attention, health intervention or complex pedorthic treatment, or does not fall within their professional scope of practice.</p>

Activity	Performance Indicators	Range Statement
<p>3.3 Develops, implements and reviews a foot care plan</p>	<p>3.3.1 Correlates client assessment findings, client goals, information from health care professionals and evidence to determine whether a pedorthic intervention is recommended, and if so, which devices have the potential to meet the client's needs.</p> <p>3.3.2 Consults with, refers or provides feedback to health professionals where applicable and appropriate.</p> <p>3.3.3 Discusses options with the client and/or support people to support client-centred care and informed choice.</p> <p>3.3.4 Formulates a suitable foot care plan and selects appropriate outcome measures.</p> <p>3.3.5 Discusses the plan with the client and/or support person/s including possible funding options or subsidies for pedorthic services or products.</p> <p>3.3.6 Seeks approval from the client and other relevant parties to implement the foot care plan and obtains informed consent to proceed with the plan.</p> <p>3.3.7 Implements the agreed foot care plan safely and effectively with adherence to legislative and workplace requirements.</p> <p>3.3.8 Monitors and evaluates the foot care plan in consultation with the client and in line with the treatment goals.</p> <p>3.3.9 Monitors and evaluates the effectiveness of the foot care plan with respect to the changing needs of the client and adapts to the evolving needs of the client.</p>	<p>Pedorthic intervention: a strategy to improve, maintain or promote health and mobility that includes advice regarding foot health, footwear, and foot orthotic appliances.</p> <p>Devices: includes foot orthotic appliances, pedorthic footwear and footwear with modifications.</p> <p>Outcome measures: reliable methods to check if treatment is viable and effective.</p> <p>Funding options or subsidies: include but are not limited to Medicare, and federal and state health, disability and equipment funding schemes.</p>

Activity	Performance Indicators	Range Statement
<p>3.4 Documents all elements of client service.</p>	<p>3.4.1 Documents all stages of client service provision to support safe, high-quality and continuous client care.</p> <p>3.4.2 Maintains legible, accurate, concise, up-to-date and complete documentation.</p> <p>3.4.3 Adheres to legislative and organisational requirements for storage and sharing of documentation.</p>	<p>Documentation: digital and paper-based information regarding a client which may include client files and client, supplier, and health professional communications.</p>

Activity	Performance Indicators	Range Statement
<p>Domain 4. Provision of Prefabricated Pedorthic Footwear</p> <p>The pedorthic retailer provides safe and high-quality prefabricated pedorthic footwear.</p>		
<p>4.1 Selects and fits prefabricated pedorthic footwear</p>	<p>4.1.1 Demonstrates understanding of foot structure and function, and footwear structure and function.</p> <p>4.1.2 Selects appropriate prefabricated pedorthic footwear to meet the client's anatomical, physiological, biomechanical, functional and psychological needs and/or reviews footwear requirements according to referral or prescription where applicable.</p> <p>4.1.3 Fits prefabricated pedorthic footwear using suitable fitting techniques.</p> <p>4.1.4 Accommodates and/or incorporates complementary devices safely and effectively.</p> <p>4.1.5 Ensures prefabricated pedorthic footwear is structurally and functionally safe and complies with legislation and manufacturing guidelines and standards.</p> <p>4.1.6 Conducts final fitting and dispenses footwear to the client.</p> <p>4.1.7 Provides education, guidance, and documentation to the client and/or support person/s in clear terms for use and ongoing review and maintenance of the prefabricated pedorthic footwear.</p> <p>4.1.8 Reviews the client at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the prefabricated pedorthic footwear</p>	<p>Prefabricated: industrially manufactured and not custom-made to individual specifications. Similar terms include “ready-made”, “off-the-shelf” and “over-the-counter.”</p> <p>Pedorthic footwear: footwear specially designed to improve mobility, reduce discomfort and/or minimise the propensity for future problems. Similar terms include medical grade, orthopaedic, therapeutic, extra-depth, or surgical footwear.</p> <p>Selects appropriate prefabricated pedorthic footwear: Uses knowledge of shoe brands, fitting ranges, and shoe sizing systems to reliably suggest footwear styles and features that address the client’s needs and wants. Confidently explains differences, benefits and limitations of footwear.</p> <p>Fitting techniques: a range of methods to ensure footwear fits accurately, accommodates, and protects the feet, and meets client requirements. Involves knowledge of lower limb anatomy, pathology, biomechanics, measuring devices, and footwear. Shoe fitting is based on client assessment, measurements, observation, client feedback and use of shoe fitting aids (e.g. shoehorn, applying talcum powder to insole).</p> <p>Complementary devices: footwear and orthotic appliances or mobility aids that belong to the client.</p> <p>Manufacturing guidelines and standards: include but are not limited to ISO standards, supplier instructions, product manuals and product ratings.</p> <p>Dispenses: footwear is supplied to the client.</p> <p>Education, guidance, and documentation: include but are not limited to verbal and written usage instructions, care and maintenance instructions, warranties and review timeframes.</p>

Activity	Performance Indicators	Range Statement
<p>Domain 5. Footwear Modifications</p> <p>The pedorthic retailer performs minor footwear modifications for clients with low-risk foot conditions that do not alter the footwear's principal function and construction to improve and maintain fit, function and mobility.</p>		
<p>5.1 Performs minor footwear modifications for clients with low-risk conditions that do not alter the footwear's principal construction and function</p>	<p>5.1.1 Examines and reviews footwear to determine suitability and practicability for modification using appropriate assessment criteria.</p> <p>5.1.2 Identifies the type of footwear modification needed that meets the client's anatomical, physiological, biomechanical and functional needs and reviews modification requirements according to referral or prescription where applicable.</p> <p>5.1.3 Accommodates and/or incorporates complementary devices effectively.</p> <p>5.1.4 Selects materials according to modification specifications.</p> <p>5.1.5 Undertakes minor footwear modifications using suitable construction techniques that do not alter the footwear's principal construction and function.</p> <p>5.1.6 Uses hand tools and machinery safely and according to legislation, standards and practice guidelines.</p> <p>5.1.7 Refers back to the client's health professional or onto a Certified Pedorthist and/or Certified Pedorthist Custom Maker or for complex footwear modifications.</p>	<p>Low-risk conditions: the client's feet do not feature amputation or complex deformity, and there is no active infection, ulceration or history of ulceration. There is no amputation or complex deformity.</p> <p>Assessment criteria: include but are not limited to footwear design, fit, size, structure, and features. Involves knowledge of lower limb anatomy, pathology, and biomechanics as well as materials and footwear construction.</p> <p>Footwear modification: a range of recognised adaptations to footwear to resolve a client's foot health and/or mobility need.</p> <p>Minor footwear modifications: include but are not limited to:</p> <ul style="list-style-type: none"> • Add tongue padding that has a cut-out to accommodate a bony prominence. • Attach a prefabricated metatarsal dome to an insole. • Use a mechanical shoe stretcher or hand tool to shape leather to accommodate toe deformity. • Use a mechanical shoe stretcher or hand tool to improve overall fit and comfort. • Insert a padded insole or forefoot filler. • Grind an insole thinner to gain depth or trimming an insole to improve fit within footwear • Cover an insole. • Shoe lacing methods to improve fit and comfort

Activity	Performance Indicators	Range Statement
5.1 Continued		<p>Construction techniques: usually a combination of manual and machine operations which include but are not limited to cutting, heating, cooling, stretching, moulding, stapling, tacking, grinding, vacuum forming, milling and cementing.</p> <p>Complex footwear modifications: include but are not limited to heel lifts, shoe raises, such heels, buttresses, medial and lateral flares and wedges, re-lasting and rocker soles.</p>
5.2 Fits modified footwear	<p>5.2.2 Fits modified footwear using relevant fitting techniques.</p> <p>5.2.3 Ensures modified footwear is structurally and functionally safe and complies with legislation and manufacturing guidelines and standards.</p> <p>5.2.4 Conducts final fitting and dispenses the modified footwear to the client.</p> <p>5.2.5 Provides education, guidance, and documentation to the client and/or support person/s in clear terms for use and maintenance of the modified footwear.</p> <p>5.2.6 Reviews the client at appropriate intervals to evaluate fit, function, comfort, suitability, quality and safety of the modified footwear.</p>	<p>Fitting techniques: a range of methods used to ensure footwear fits accurately, accommodates, and protects the feet, and meets a client's functional requirements. Involves knowledge and understanding of lower limb anatomy, pathology, biomechanics, measuring devices, and footwear. Shoe fitting is based on client assessment, measurements, observation, client feedback and use of shoe fitting aids (e.g. shoehorn, applying talcum powder to insole).</p>

Activity	Performance Indicators	Range Statement
<p>Domain 6. Provision of prefabricated foot orthoses and insoles</p> <p>The pedorthic retailer provides safe and high-quality prefabricated foot orthoses and insoles</p>		
<p>6.1 Selects, fits and adjusts prefabricated foot orthoses and insoles</p>	<p>6.1.1. Demonstrates understanding of foot structure and function, and knowledge of foot orthoses.</p> <p>6.1.2. Selects appropriate prefabricated foot orthoses and insoles to meet the client’s anatomical, physiological, biomechanical, functional and psychological needs.</p> <p>6.1.3. Fits prefabricated foot orthoses and insoles using suitable fitting techniques.</p> <p>6.1.4. Adjusts prefabricated foot orthoses and insoles using suitable construction techniques.</p> <p>6.1.5. Ensures prefabricated foot orthoses and insoles fit properly into footwear.</p> <p>6.1.6. Seeks assistance and supply from, or refers to a certified pedorthist and/or certified pedorthist custom maker for orthotic modifications or custom-manufacture.</p> <p>6.1.7. Ensures prefabricated foot orthoses and insoles are structurally and functionally safe and comply with legislation and manufacturing guidelines and standards.</p> <p>6.1.8. Conducts final fitting and dispenses prefabricated foot orthoses and insoles to the client.</p> <p>6.1.9. Provides education, guidance and documentation to the client and/or support person/s in clear terms for use and maintenance of the foot orthoses and insoles.</p>	<p>Prefabricated foot orthoses and insoles: Commercially made over-the-counter appliances worn on the foot to provide support, accommodate deformity, relieve pain and facilitate movement. Include but are not limited to foot orthoses, foot orthotics and insoles available in retail settings.</p> <p>Selects appropriate prefabricated foot orthoses and insoles : Uses knowledge of the differences, benefits and limitations of ¾ length and full-length foot orthoses, rigid, semi-rigid and soft orthoses, and accommodative and functional foot orthoses to provide appropriate products. Selection is based on client assessment, prescription and measurements.</p> <p>Adjusts prefabricated foot orthoses and insoles: Include but are not limited to:</p> <ul style="list-style-type: none"> • Attach a prefabricated metatarsal dome to an insole. • Insert a padded insole or forefoot filler. • Grind an insole thinner to gain depth or trim an insole to improve fit within footwear. • Cover an insole. <p>Construction techniques: usually a combination of manual and machine operations which include but are not limited to cutting, heating, cooling, stretching, grinding, and cementing.</p>

Activity	Performance Indicators	Range Statement
<p>Domain 7. Business Management</p> <p>The pedorthic retailer applies administrative, marketing and management skills to deliver safe and high-quality pedorthic products and services.</p>		
<p>7.1 Manages pedorthic retail practice</p>	<p>7.1.1. Understands principles of small business management and applies related knowledge and skills to manage the pedorthic retail practice</p> <p>7.1.2. Applies an entrepreneurial, ethical and responsible approach to professional practice.</p> <p>7.1.3. Manages the pedorthic retail practice in accordance with applicable legislation, mandatory industry codes and standards, licences and permits, workplace health and safety regulations, and environmental guidelines.</p> <p>7.1.4. Demonstrates accountability and responsibility within professional practice.</p> <p>7.1.5. Recruits, trains, manages and supervises staff</p> <p>7.1.6. Identifies and introduces improved methods for increasing efficiency, productivity and service delivery.</p>	<p>Small business: A small proprietary company generally structured to operate as a company, partnership, trust or sole trader.</p> <p>Related knowledge and skills: include but are not limited to marketing, financial management, operations and human resources.</p> <p>Applicable legislation, organisational policies and procedures and standard operating procedures: includes but is not limited to the Competition and Consumer Act 2010, Australian Consumer Law, Commerce (Trade Descriptions) Regulation 2016, National trade measurement legislation, Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Do not call register and Spam Act 2003</p> <p>Mandatory industry codes and standards: includes mandatory safety standards, the franchising code of conduct, and Unit pricing code.</p> <p>Service delivery: delivers effective pedorthic services and resources to ensure safe and high-quality client-care requirements prescribed by legislation, awards, agreements and conditions of employment</p>

<p>8.1 Sells prefabricated pedorthic footwear and orthotic appliances</p>	<p>7.2.1. Markets products and services using relevant approaches and strategies.</p> <p>7.2.2. Sells safe and high-quality products and services in line with consumer guarantees.</p> <p>7.2.3. Manages inventory.</p>	<p>Approaches and strategies: applies recognised marketing tools to promote awareness and interest of products and services in an effort to generate sales.</p> <p>Manages inventory: includes but is not limited to ordering, stocktaking, shipping and forecasting.</p>
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Domain 8. Professional Development

The pedorthic retailer engages in continuing individual professional development and contributes to the development of the pedorthic profession to improve client health outcomes.

<p>8.2 Engages in continuing professional development</p>	<p>8.1.1. Reflects, critiques and evaluates individual and organisational pedorthic retail 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 best available scientific research or evidence.</p> <p>8.1.3. Maintains awareness of trends, innovations, issues and changes in pedorthic technology, products and services.</p>	<p>Organisational: relating to the pedorthic workplace and the pedorthic industry.</p> <p>Professional knowledge and skills: includes retail, technical, and interpersonal knowledge and skills.</p> <p>Best available scientific research evidence or evidence: 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>
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Review of Document

The PAA Competency Standards for Australian Pedorthic Retailers will be reviewed every 5 years to ensure currency. The next review will occur prior to October 2029.

Citation: Pedorthic Association of Australia (2024). Competency Standards for Australian Pedorthic Retailers (vs1). PAA, Sydney, New South Wales.

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 by the PAA Board. 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 Course Accreditation Committee 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 der Orthopädie-Schuhtechniker (IVO), also known as the International Pedorthic Association, 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: involves identifying and understanding what is important to the patient, establishing trust and mutual respect and working together to share decisions and plan care.

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 PAA.

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.