# CRITERIA FOR CERTIFICATION IN PEDORTHICS

# PEDORTHIC ASSOCIATION OF AUSTRALIA

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PEDORTHIC ASSOCIATION OF AUSTRALIA

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# 1. Introduction

The Pedorthic Association of Australia (PAA) has developed this certification program for practitioners who work in the field of pedorthics in Australia. PAA certification recognises people with appropriate education, training, and skills to provide pedorthic services. Such services are required by people who have anatomical, physiological, biomechanical and/or functional changes to their feet and lower limbs arising from localised or systemic health conditions, trauma, disability, or other causes resulting in ill health and/or impairment.

The certification program aims to ensure that the Australian public has access to people capable of providing pedorthic footwear, orthotic appliances and pedorthic services that minimise impairment, optimise function, improve mobility, and promote health and wellbeing.

An independent PAA subcommittee, the Australian Pedorthists Registration Board (APRB) Committee, manages administration and procedures for certification of individuals working in the field of pedorthics.

The recognition process for individuals working in the field of pedorthics encompasses evaluation and validation of an individual's education and training, evidence of their competency to provide appropriate pedorthic services, and the maintenance and continuing development of relevant professional knowledge and skills. Certification in pedorthics is awarded to an individual in recognition of their education, training, competency, and agreement to comply with a Code of Ethics and Standards and work within their Scope of Practice.

The role of certified persons is to ensure that the provision of footwear, orthotic appliances and pedorthic advice and services seek to minimise patient or client impairment, optimise function, improve mobility, and promote health and wellbeing.

The pedorthic sector has 3 levels of certified practitioners:

- **Certified Pedorthic Retailer (CRetPed Au):** the CRetPed Au is a retailer of pedorthic footwear and prefabricated orthotic appliances, including assessment, review and minor modification of existing footwear (modifications and repair on footwear that does not alter the principal function or construction of the footwear).

- **Certified Pedorthist (CPed Au):** The CPed Au provides services including assessment, review, and major alteration, modification, and repair of existing footwear, and the provision of prefabricated and custom-made orthotic services. This registration level is still recognised for re-certification purposes. The pathway to this level was closed in 2020.

- **Certified Pedorthist Custom Maker (CPedCM Au):** The CPedCM Au is tertiary qualified (AQF 7 equivalent), works autonomously and practises within an evidence-based paradigm. The practitioner is involved in all clinical, technical, and service delivery aspects of pedorthics. They are actively engaged in the practice of assessing, treating, and providing evidence-based services for people with foot and lower limb conditions in addition to provision, fabrication, alteration, modification, repair, and dispensation of prefabricated and custom-made pedorthic footwear and/or orthotic appliances.

The criteria for certification in pedorthics comprises a combination of education, clinical experience, and successful completion of a panel-based certification assessment. The criteria describe:

- certification requirements
- the certification and registration process; and
- how certification and registration are maintained

## 1.1. Program Objectives

The certification program has been developed to meet the following objectives:

- Ensure that certified persons are competent to assess and examine the foot, ankle, lower limb, footwear and orthotic appliances.
- Ensure that certified persons are competent to advise patients on foot and lower limb health care and appropriate footwear.
- Ensure that certified persons can select, fit, and provide pedorthic footwear and orthotic appliances.
- Ensure that certified persons are competent to modify pedorthic footwear and orthotic appliances.
- Ensure that certified persons are competent to design and fabricate custom-made pedorthic footwear and orthotic appliances.
- Provide a register of competent certified persons across Australia with appropriate knowledge and skills in providing pedorthic products and delivering pedorthic services.

The PAA does not guarantee the work of certified persons, only that they have demonstrated the necessary training and competency to provide pedorthic products and services. It is recommended that clients and patients inquire about the knowledge, skills and experience of a certified person when seeking advice, service and/or treatment. A business or organisation employing certified persons cannot automatically claim that all products and/or services have been delivered to the standards expected of the pedorthic profession. Where an individual works within a business or organisation of eight (8) or more people that provides pedorthic services, and the individual works with or supervises others who may or may not be certified persons, certification to ISO 9001 may be necessary to meet quality standards. PAA offers a generic ISO 9001 model for pedorthic businesses and organisations.

The Registrar of certified persons operates independently of all other parties involved in the provision of pedorthic products or services outlined in the scope of these criteria.

## 2. Pedorthic Professional Code of Conduct

The PAA may make policies and by-laws regarding the professional conduct of members. This includes establishing a code of ethics and standards.

All certified persons have an obligation to improve the standing of pedorthics in the healthcare system and the community by observing the PAA Code of Ethics and Standards. The Code of Ethics and Standards provides a practical guide for a certified person's professional practice and states the minimum standards the PAA expects of its members. Compliance with the Code of Ethics and Standards is a condition of continuing certification.

The PAA may terminate certification, prevent certification renewal and/or revoke PAA membership as a means of disciplinary action against a certified person that in the opinion of the PAA Board has failed to comply with the Code of Ethics and Standards.

PEDORTHIC ASSOCIATION OF AUSTRALIA

## 3. Application Requirements

Applicants must ensure that the information they provide is truthful, accurate and addresses the requirements set out in the criteria. The table below outlines the minimum requirements for certification and registration for each level.

**Table 1. Certification Application Requirements**

| Criteria | CRetPed Au (Pedorthic Retailer) | CPedCM Au (Pedorthist Custom Maker) | Supporting Documentation |
|---|---|---|---|
| **1. Proof of Identity** | Proof of identity | | Certified copy of your passport, drivers' licence or birth certificate (and translation into English if applicable). |
| **2. Pedorthic Education & Training** | 40 hrs – Introduction to Pedorthics online program<br>16hrs – PAA Pedorthic Shoe Fitting Course<br><br>Alternatively, completion of:<br>- Cert IV in Medical Grade Footwear from an Australian RTO with LMT07: Textiles, Clothing and Footwear Training Package in its scope<br>- Trade or professional certificate in retail or footwear equal to AQF Certificate III<br>- PAA Pre-Cert A program | Tertiary qualification in pedorthics or a related discipline comparable to an Australian bachelor's degree at level 7 of the Australian Qualification Framework (AQF) accredited by the PAA Board. | Certified copy (and translation into English) of your qualification.<br><br>Certified copy (and translation into English) of your academic transcript. |
| **3. Formal Education** | Completion of secondary school to Year 10 | Accredited tertiary qualification in pedorthics or a related discipline comparable to an Australian bachelor's degree at level 7 of the AQF. | Certified copy (and translation into English) of your qualification and transcript of results. |
| **4. Work Experience** | Minimum 12 months' pedorthic-related work experience. | Tertiary program contains pedorthic-related pedorthic industry placements. | Curriculum Vitae (CV). |
| **5. Competencies** | Meets PAA Competency Standards for Australian Pedorthic Retailers | Meets PAA Competency Standards for Australian Professional Pedorthists | Summary statement addressing key competencies. |
| **6. Work Examples** | Prefabricated pedorthic footwear that may need a minor modification | Custom-made pedorthic footwear including custom-made orthoses or orthotic element | Case study including work examples, de-identified client information and assessment forms, drawings and patterns. |
| **7. References** | Two (2) referees who can provide a reference and verify details included in application. | | Name and details for two (2) referees. |
| **8. Mandatory Declarations** | Self-assessment of suitability for PAA certification to provide pedorthic services. | | Signed declarations included in application form. |

## 3.1. Identification

All applicants must provide certified proof of identity. Acceptable proof of identity includes a passport, driver's licence, or birth certificate. Applicants must include a certified copy of the original AND a certified copy of an English translation if in a language other than English.

For information on how to certify documents in Australia, please refer to the AHPRA guidelines for documentation certification.

If your name is different from the name on your identification documents, please include a certified copy of documents that provide evidence for the change of name such as a marriage certificate, deed poll, certified change of name certificate where applicable etc.

## 3.2. Pedorthic Education and Training

**CRetPed Au** applicants should have completed the *Introduction to Pedorthics* Online Course, the *PAA's Pedorthic Shoe Fitting Course* and have a minimum of one (1) year of work experience in a pedorthic retail setting. The APRB Committee will consider submissions from applicants that include other relevant trade or retail work experience, training courses and programs of study offered in Australia or overseas.

**CPedCM Au** applicants must hold a qualification in pedorthics, orthopaedic shoe technology, footwear engineering or a related discipline equivalent to level 7 of the Australian Qualification Framework (AQF). A level 7 usually represents an Australian bachelor's degree, and graduates at this level have broad and coherent knowledge and skills for professional work and/or further learning. The education provider must possess statutory registration or authorisation to issue qualifications and deliver higher education.

Examples of relevant study areas that may contribute to meeting education and training requirements are listed below:

1. Practice Management
2. Patient Assessment and Care
3. Pathology (as relevant to pedorthic services)
4. Anatomy and Physiology
5. Biomechanics
6. Orthoses
7. Footwear Modifications
8. Footwear
9. Pedorthic Footwear Assessment

To meet the requirements for pedorthic training and education, please provide the following documents:

- **Certified copy of your pedorthic qualification (certificate*)***

Please include a certified copy of the original AND a certified copy of an English translation if in a language other than English.

- **Certified copy of academic transcript**

Please include a certified copy of the original AND a certified copy of an English translation if in a language other than English (both sides).

- **Evidence of change of name**

If your name is different from the name on your qualification, please include a certified copy of documents such as marriage certificate, deed poll etc.

For information on how to certify documents in Australia, please refer to the AHPRA guidelines for documentation certification.

If your name is different from the name on your identification documents, please include a certified copy of documents that provide evidence for the change of name such as a marriage certificate, deed poll or certified change of name certificate where applicable etc.

## 3.3. Formal Education

**CRetPed Au** applicants should have completed secondary school to Year 10. For applicants who do not meet the minimum education requirements but meet all other requirements, there may be allowance for a lower level of formal education.

**CPedCM Au** applicants must have completed tertiary-level pedorthic education.

To meet the requirements for formal education, please provide the following documents:

- **Certified copy of your education qualification (certificate*)***

Please include a certified copy of the original AND a certified copy of an English translation if in a language other than English.

- **Certified copy of transcript of results**

Please include a certified copy of the original AND a certified copy of an English translation if in a language other than English (both sides).

- **Evidence of change of name**

If your name is different from the name on your qualification, please include a certified copy of documents such as marriage certificate, deed poll etc.

For information on how to certify documents in Australia, please refer to the AHPRA guidelines for documentation certification.

If your name is different from the name on your identification documents, please include a certified copy of documents that provide evidence for the change of name such as a marriage certificate, deed poll or certified change of name certificate where applicable etc.

## 3.4. Work Experience

Applicants should be able to demonstrate pedorthic-related work experience that provides understanding of, and experience in, the key competencies detailed in clause 3.5. Work experience should be consistent with the level of certification sought.

Prior experience in the retail, prescription, design, and manufacture of pedorthic footwear is desirable for all applicants; however, it is recognised that depending on the type of pedorthic service being offered, a reduced scale of competency may be appropriate for some individuals. Work experience should include roles that demonstrate accountability and the exercise of judgment. Some examples include the following:

- Work undertaken during apprenticeships, student placements, or other training programs that pertains to the analysis, design, and/or manufacture of regular and/or pedorthic footwear.
- Experience in larger manufacturing organisations where there is some provision of pedorthic footwear and pedorthic services.
- Experience under the guidance of suitably trained and accredited individuals, including lower limb specialists and footwear manufacturers.
- Experience in supplying pedorthic footwear and/or services from own business or other location.

To meet the requirements for pedorthic-related work experience, please provide the following document:

- **A Curriculum Vitae (CV)**

Please provide a summary of your employment history, qualifications, skills and education.

## 3.5. Competencies

There are currently two levels of recognition in pedorthics with different competency requirements. Applicants are expected to address their current level of understanding and experience in each of the key competency areas commensurate with the level of certification sought.

**Units of Competency for Pedorthic Retailers:**

- Introduction to Pedorthics Online Course
- PAA Pedorthic Shoe Fitting Course

Activities described in the PAA Competency Standards for Australian Pedorthic Retailers which address the following areas:

- Collaborative Practice
- Professional Conduct
- Client Service
- Provision of Prefabricated Pedorthic Footwear
- Footwear Modifications
- Provision of Prefabricated Foot Orthoses and Insoles
- Business Management
- Professional Development

**Units of Competency for Pedorthist Custom Makers:**

- AQF 7 equivalent pedorthic tertiary qualification (e.g. PAA Board accredited Bachelor of Pedorthics)

Activities described in the Competency Standards for Australian Professional Pedorthists which address the following areas:

- Collaborative Practice
- Professional Conduct
- Clinical Practice and Care
- Provision of Orthotic Appliances
- Provision of Pedorthic Footwear
- Footwear Modifications
- Business Management
- Professional Development

To meet the requirements for key competencies, please provide the following document:

- **Statement addressing Competency Standards**

Please include a summary of how you understand and/or meet the competency standards detailed in the PAA Competency Standards for Australian Pedorthic Retailers (CRetPed Au) OR PAA Competency Standards for Australian Professional Pedorthists (CPedCM Au).

## 3.6. Work Examples

Applicants are required to present a case study and related sample of work at an interview with the Certification Panel. The Certification Panel is an independent panel of examiners that review the evidence provided by an applicant, assess the applicant's competency and suitability for certification, and make a decision regarding certification.

Suitable examples of work must reflect the level of involvement relevant to the certification level sought. Some work examples will have been undertaken as part of PAA-specific training programs or a PAA Board-approved Bachelor program, and assessment will be competency-based, demonstrating the acquisition of practical and theoretical skills and knowledge. The case study should include records such as assessment notes, observations, measurements, profile drawings, digital media, and impressions as appropriate. Applicants must present their work in a manner that shows their decision-making process, demonstrate critical evaluation of their work and a provision for follow-up. The certification panel will be looking for evidence that emphasis has been placed on providing a safe, appropriate, timely and efficient service.

Certification presentation requirements are as follows:

- **CRetPed Au:** the applicant must present an example of work requiring provision of prefabricated pedorthic footwear which may need minor modification. The applicant must be able to demonstrate that there has been analysis of the medical condition that indicates the need for prefabricated pedorthic footwear or other service. If the actual footwear is not available for presentation, then a sample in a similar style and construction may be presented.

The presented information must show a clear and consistent decision-making process that led to provision of the product and/or services.

- **CPedCM Au:** The applicant needs to present an example of work requiring the provision of custom-made pedorthic footwear. The applicant must demonstrate why a prefabricated or modified service would not be sufficient to achieve the desired patient outcome. The work sample should include the actual custom-made pedorthic footwear, custom-made orthoses or orthotic element, the last, patterns and profile drawings as appropriate, together with patient assessment data. The presented information must show a clear and consistent decision-making process that led to the service provision.

Additional information or examples of work may be requested by the certification panel, if required, to make a decision on certification and registration of the applicant.

## 3.7. References

The applicant must nominate two (2) referees who can verify information contained in the application. A referee is someone with whom the applicant has a professional relationship, such as an employer or mentor. Referees should have the capacity to validate relevant information contained within the application.

To meet the requirements for references, please provide the following information:

- **Two (2) Referees**

Please provide the names and contact details of two (2) referees. Please ensure you have permission from your nominated persons to act as a referee.

## 3.8. Mandatory Declarations

Each applicant seeking certification, registration and/or re-registration is required to sign Mandatory Declarations that each of the following statements are true:

1. I know of no information that could cause the Pedorthic Association of Australia not to be satisfied that I am a suitable person to be a member of the Association
2. I have read and understood the PAA Privacy Policy and agree to abide by the terms therein
3. I declare that all information provided is true and accurate and agree to notify the Association of any changes in a reasonable period of time;
4. I have read and agree to abide by and uphold the PAA Code of Ethics and Standards
5. I have read and declare that I meet the Recency of Practice requirements
6. I have read and agree to abide by the PAA Continuing Professional Development (CPD) annual requirement
7. I am in professional good standing and have no existing restrictions to practice and/or no pending disciplinary actions domestically or internationally
8. I have not been convicted by any court in Australia, or elsewhere, of any offence punishable by imprisonment

9. I understand that at any time I may be subject to a random audit of the CPD and Recency of Practice program or any of these declarations

Before making the declarations, individuals must read, understand, and be willing to abide by the PAA Privacy Policy, PAA Code of Ethics and Standards and PAA Continuing Professional Development (CPD) annual requirement. These are legally binding statements signed by the applicant.

Please refer to the PAA Mandatory Declarations Policy for more information.

To meet the requirements for Mandatory declarations, please provide the following information:

- **Signed Mandatory Declarations**

Please read the sign the declarations included in the application form.

## 3.9. Scope of Registration

Certified persons will be listed in the Register according to their certification classification, which indicates their level of skills and knowledge and scope of practice. Certified persons may apply to have their registration scope reviewed when re-registration falls due.

The PAA will maintain a publicly available register of all certified persons, which can be viewed on the PAA website.

Practitioners were historically certified under a non-ANTA or VET course accreditation. At that time, training and certification processes for all registration levels were provided by the PAA. The courses provided by the PAA were based on the national training package and covered its content, but PAA's education sector is not and never was a recognised training organisation (RTO) under relevant legislation.

The original Criteria provided a pathway for training and recognition of a CPed Au level practitioner. This level became redundant after 2015, and the training pathway was closed in 2020. Certification is no longer available at the level of CPed Au. The Criteria still recognises those working and practising within the scope of registration of the level CPed Au and standard re-certification requirements are expected for practitioners to be recertified as CPed Au.

In 2013, a tertiary AQF Level 7 accredited Bachelor of Pedorthics was introduced at Southern Cross University (SCU) to provide accredited training for the CPedCM Au level practitioner.

The following knowledge bases and skillsets will be used to identify registration scope:

- **Certified Pedorthic Retailer (CRetPed Au):** the CRetPed Au is a retailer of pedorthic footwear and prefabricated orthotic appliances, including assessment, review and minor modification of existing footwear (modifications and repair on footwear that does not alter the principal function or construction of the footwear).

- **Certified Pedorthist (CPed Au):** The CPed Au provides services including assessment, review, and major alteration, modification, and repair of existing footwear, and the provision of prefabricated and custom-made orthotic services. This registration level is still recognised for re-certification purposes. The pathway to this level was closed in 2020.

- **Certified Pedorthist Custom Maker (CPedCM Au):** The CPedCM Au is tertiary qualified (AQF 7 equivalent), works autonomously and practises within an evidence-based paradigm. The practitioner is involved in all clinical, technical, and service delivery aspects of pedorthics. They are actively engaged in the practice of assessing, treating, and providing evidence-based services for people with foot and lower limb conditions in addition to provision, fabrication, alteration, modification, repair, and dispensation of prefabricated and custom-made pedorthic footwear and/or orthotic appliances.

# 4. Registration Process

The registration process involves the following steps:

- Receipt of application
- Evaluation of application by APRB Committee/Committee Chair
- Verification of information with referees and others as required
- Provisional membership until certification requirements met
- Certification Panel interview and case presentation
- Applicants advised of registration outcome
- APRB Committee informs PAA Board of the outcome
- Applicants entered on Register as certified member

For registration, applicants are required to successfully complete all steps in the registration process. Applications will only be accepted on the official certification application form and within the official certification format.

## 4.1. Evaluation Process

The APRB Committee evaluates the information provided by each applicant against the application requirements. This involves contacting referees identified in the application documents. The APRB Committee may request additional supporting information at any stage of the registration process. Once minimum requirements are met, the APRB Committee will assemble the Certification Panel. The independent certification panel assesses applications for certification and makes recommendations to the APRB Committee.

The certification panel usually consists of one certified pedorthist, a foot or lower limb medical specialist, and an administrative Chair. Each panel will be chosen to ensure professionalism, fairness, and minimum cost of evaluation.

Applicants who successfully meet the evaluation and verification criteria are required to attend an interview. Interviews assess the applicant's suitability for the role of Pedorthic Retailer or Pedorthist Custom Maker. The certification panel reviews the application documents to confirm the applicant's skills, knowledge, and experience and conducts the interview. The interview is the final stage of the

certification process and will be conducted at a venue that is convenient for all parties. If required, the interview may be conducted online. All costs incurred to attend the interview are at the applicant's expense.

For applicants completing a PAA Board approved Bachelor course in Australia, the interview panel may be held during the applicant's final semester at university. Certification takes effect upon conferral of the Bachelor award and successful certification outcome. Registration applies from the conferral date and/or certification date (whichever is the latter) up to a maximum of twenty-three (23) months. After that, standard re-certification criteria apply.

All applicants will be advised of the registration process outcome. The APRB Committee Chair will advise the applicant and the PAA Board of a successful registration outcome. The Committee Chair will advise applicants who are unsuccessful at the earliest opportunity after evaluation of their application. In some situations, the certification panel may recommend registration at a different level to the level applied for or may recommend registration on a provisional basis with the provisions advised by letter to the applicant and the PAA Board. The APRB Committee will maintain a confidential file on each applicant. The file will include the original application, the Committee Chair's worksheets, the certification panel worksheets, records of investigations, appeals and complaints, documentary evidence of work examples and re-registration information.

## 4.2. Certificates

Each successful applicant will receive a certificate. Certificates have an expiry of 30 June after registration is granted, which is the date re-registration falls due.

The terminology to be used by certified persons in describing their registration on business cards, letterhead etc, is:

| | |
|---|---|
| Pedorthic Retailer | CRetPed Au |
| Pedorthist | CPed Au |
| Pedorthist Custom Maker | CPedCM Au |

CPed is a registered trademark in Australia owned by the Pedorthic Association of Australia.

## 4.3. Certification Complaints

Applicants will be advised of the reason for an unsuccessful application, registration at a level other than the level applied for, or a provisional registration. Applicants who have been unsuccessful in achieving their desired outcome, and disagree with the APRB Committee decision, may lodge a Category 2 complaint in accordance with the PAA Complaints Policy.

Complaints shall be lodged with the PAA, in writing, and signed by the applicant. The complaint shall include a clear statement as to the substance of the complaint; an explanation as to why the applicant disagrees with the decision; provision of supporting evidence, and a request for re-evaluation of their application. The full complaint lodgement, investigation, resolution, and appeals process can be viewed in the Complaints Policy.

### 4.4. Complaints against Certified Persons

Complaints regarding a certified person's performance or conduct will be acknowledged and investigated by the APRB Committee according to the PAA Complaints Policy. The Complaints Policy outlines the process and management of complaints and describes potential solutions or outcomes.

Policies determined by the PAA Board or endorsed at the PAA Annual General Meeting (AGM) are to be followed by all APRB Committee members and stakeholders. These policies detail the codes, guidelines, standards, and processes which are to be followed in order to satisfy the relevant Criteria and Rules.

A certified person must abide by the PAA Code of Ethics and Standards, work within their scope of practice, and comply with all other applicable legislation, policies, standards, and guidelines.

Evidence of unacceptable performance or misconduct may result in actions including withdrawal of certification and/or PAA membership.

## 5. Maintaining Certification

### 5.1. Registration Fee and Documentation

To maintain certification, the following actions are required:

- a registration fee is to be paid by 1 July each year
- submission of PAA mandatory declarations and a continuing professional development record prior to re-registration application.

If payment and required documentation are not received by the APRB Committee within one month of the fee payment deadline for the current re-certification period, the individual's certification will lapse, and their details will be removed from the public register. If the practitioner re-registers within 12 months, this may incur an additional re-registration fee.

### 5.2. Continuing Development

To maintain certification, **Certified Pedorthist Custom Makers (CPedCM Au)** and **Certified Pedorthists (CPed Au)** shall undertake at least **thirty (30) hours** of continuing professional development across at least 3 out of 4 categories, one of them attending a conference. A maximum of 10 hours total in each of the 4 categories will be accepted.

**Certified Pedorthic Retailers (CRetPed Au)** shall undertake at least **fifteen (15) hours** of continuing professional development across at least 3 out of 4 categories, one of them attending a conference. A maximum of 5 hours total in each of the 4 categories will be accepted.

Appropriate areas for continuing development include training in foot care, materials, communication skills and quality management. Attendance at one of the PAA-approved development activities is strongly recommended for re-certification of CRetPed Au, CPed Au and CPedCM Au.

The continuing development record shows the duration and type of activity undertaken and, if applicable, details of the practitioner. This record must be submitted prior to the application for re-registration.

Apart from PAA-approved development activities, other suitable sources of continuing development need to be relevant to study areas covered under section 3.1 Training and Competency:

- Coursework as part of a University, TAFE, or other recognised training organisation
- Attendance at seminars or workshops
- Own research on the subject of foot and lower limb conditions and footwear
- Subscription and reading of association publications, journals etc.

Other sources of continuing development may be acceptable and should be submitted to the APRB Committee for approval prior to re-registration.

The guideline, Continuing Professional Development (CPD) for Certified Pedorthists provides further information regarding continuing development.

## 5.3. Career Development

It is the aim of the PAA to encourage pedorthists to continually develop their skills and knowledge. The PAA will advocate for the pedorthic profession and provide opportunities for practitioners to share experiences and learn new skills. The development and promotion of the pedorthic industry and its participants is particularly important.

## 5.4. Re-Certification after Discontinuation of Certification

In certain circumstances, certified persons may have discontinued their registration for a period of time. This discontinuation may be voluntary or involuntary; however, this criterion makes provision for re-certification under appropriate circumstances.

The detailed requirements and the process of re-certification after discontinuation are outlined in the Recency and Resumption of Practice policy developed by PAA.

***Voluntary Discontinuation***

Members can apply for Leave of Absence from certification. Leave of absence is available for certified persons who will not be practising in Australia for an extended period of time. Leave of absence can be granted on an annual basis following an application in advance in writing to the Chair of the APRB Committee outlining the reasons for the Leave of absence.

In the event that the person has discontinued certification through their own action or inaction, the practitioner may re-apply to the PAA in writing to be re-listed on the Register. The letter should include:

a) reasons for discontinuation of certification
b) evidence that requirements of re-registration have been met
c) supporting documentation if there has been a change of name since the previous registration

The letter and evidence will be submitted to the APRB Committee for consideration. The Committee will take into account the length of time that has elapsed since discontinuation of certification and the circumstance surrounding the event. The Committee will assess each application on a case-by-case basis and allocate the individual to the appropriate Resumption of Practice Program. In some circumstances this may require the practitioner to fulfil all the requirements of the original registration process as set out in Section 4 or as outlined in the Recency and Resumption of Practice Policy developed by PAA.

***Involuntary discontinuation***

If a certified person has been removed by the PAA as a result of a complaint or other reason as set out in paragraph 4.4, and the practitioner wishes to be re-registered, they may re-apply to the PAA. The application shall be in writing and include:

a) an explanation as to why certification was discontinued
b) evidence that requirements of re-registration have been met
c) evidence that the cause of the original discontinuation has been rectified

The APRB Committee will assess the application and may agree that the practitioner can be re-certified or advise the practitioner of what they need to do to meet registration requirements. In some circumstances this may require the practitioner to fulfil all requirements of the original registration process as set out in Section 4 or as outlined in the Recency and Resumption of Practice Policy developed by PAA.

## 5.5. Transition from Previous Certification

All Certified Pedorthists registered under previous versions of this criteria will remain on their existing certification level when new criteria are approved. Those levels are and remain:

- CRetPed Au
- CPed Au
- CPedCM Au

## 5.6. Applicants with international qualifications

The PAA is a member of the Internationaler Verband Orthopaedieschuhtechnik (IVO), also known as the International Pedorthic Association. The IVO established the International Standards for Orthopaedic Shoe Technology in 2014 to promote consistent global standards for pedorthic education and training, which are endorsed by the PAA.

The PAA Board has developed a Certification Pathway for Internationally Qualified Pedorthists. The document outlines the pathway for overseas qualified pedorthists seeking professional certification and registration in Australia as a Certified Pedorthist Custom Maker (CPedCM Au). Overseas qualified pedorthists can take the pathway if they have:

- obtained their pedorthic qualifications in a country outside Australia,
- not completed an approved qualification leading to pedorthic certification in Australia, and
- not held certification in Australia before.

PEDORTHIC ASSOCIATION OF AUSTRALIA

## 6. Structure and Relationships of Organisations

The Pedorthic Association of Australia (PAA) is the peak body for Pedorthics and is a national member-based organisation where individuals voluntarily pay dues to belong. The PAA self-regulates professionals in the field of pedorthics through established policies, standards, codes, and criteria voluntarily upheld by PAA certified persons.

Within the PAA, the Australian Pedorthists Registration Board (APRB) Committee independently functions to manage administration and procedures for certification and re-certification of pedorthists in Australia and investigate all complaints received by the PAA. Annual membership and certification fees must be paid to maintain membership and certification.

Both the PAA Board and APRB Committee work cooperatively to provide the pedorthic community with a high level of service, governance, and professionalism.

## 7. Review of Document

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

Last approved: June 2025
Revision due: February 2029

PEDORTHIC ASSOCIATION OF AUSTRALIA

# 8. 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.