



Prosthetics, Orthotics and Assistive Technology Services Management Course

24 – 28 May 2027

London - Central London four-star



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Introduction:

Prosthetics, orthotics and assistive technology services management is a 1-week course for managers of prosthetic and orthotic workshops, wheelchair services and assistive product programmes, ending with an Assistive Product Service Operating Plan for a case organisation. Users wait months for limbs, braces and wheelchairs when referral routes are unclear, workshop capacity is unplanned, components run out and issued devices get no follow-up or repair. Nominees already supervise a workshop, device store or provision programme and work through case studies on waiting lists, job cards and purchase records. CoreConcept Training Center delivers this prosthetics, orthotics and assistive technology services management course.

Course Objectives:

- Map the assistive product service of a unit against the WHO GATE 5P framework and the WHO Priority Assistive Products List
- Organise referral, needs assessment and prescription pathways that route each user to the right device type and provider
- Plan prosthetic and orthotic workshop capacity, job flow and CAD/CAM fabrication alongside conventional casting and moulding
- Run wheelchair provision through the WHO wheelchair service steps from referral to follow-up, maintenance and repair
- Specify, procure and stock assistive products and components using ISO 9999 classification and supplier performance data
- Measure device delivery times, user outcomes, abandonment and repair demand, and assemble an Assistive Product Service Operating Plan

Target Audience:

- Managers responsible for prosthetic and orthotic workshops, technician rosters and fabrication output
 - Heads of wheelchair and seating services accountable for provision steps, user follow-up and repair
 - Assistive technology programme leads responsible for product lists, funding routes and user access
 - Procurement and stores supervisors responsible for components, finished devices and spare parts
 - Service quality and planning leads who report waiting times, device outcomes and service costs
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Course Outline:

Day 1: Assistive Technology Service Landscape and Baseline Review

- WHO Assistive Technology Definition Covering Products, Systems and Services
- WHO GATE 5P Framework Applied to Service Gaps
- WHO Priority Assistive Products List Versus Current Product Range
- Prosthetic, Orthotic and Wheelchair Demand Profile by User Group
- Service Baseline Checklist for Waiting Times and Workshop Output

Day 2: Classification, Prescription Pathways and Wheelchair Service Steps

- ISO 9999 Classification for Coding the Assistive Product Catalogue
- ISO Orthosis Terminology for AFO, KAFO and TLSO Ordering
- Referral and Needs Assessment Pathway With Triage Categories
- Prescription Form Design and Approval Routes for Custom Devices
- WHO Wheelchair Service Steps From Referral to Follow-Up

Day 3: Workshop Operations, CAD/CAM Fabrication and Device Supply

- Workshop Job Card Flow From Casting to Final Fitting
- CAD/CAM Scanning, CNC Carving and 3D Printing Capacity Planning
- ICRC Manufacturing Guidelines as Workshop Process Standards
- Technician Roster and Bench Time Model per Device Type
- Custom, Semi-Finished and Prefabricated Device Sourcing Decision Matrix

Day 4: Procurement, Stock, Maintenance and Outcome Measurement

- Component and Wheelchair Tender Specification With Supplier Scorecard
- Min-Max Stock Levels for Feet, Knees and Wheelchair Parts
- Planned Maintenance and Repair Request Log for Issued Devices
- Device Abandonment and Refitting Rate Review With Root Causes
- Assistive Product Service KPI Set for Access, Timeliness and Outcomes

Day 5: Case Study and the Assistive Product Service Operating Plan

- Case Organisation Waiting List and Job Card Data Review
 - Case Prescription Pathway and Wheelchair Step Redesign Options
 - Case Workshop Capacity, Digital Fabrication and Stock Plan
 - Case KPI Dashboard With Delivery and Repair Targets
 - Assistive Product Service Operating Plan Completion and Defence
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Skills You Will Gain:

- Assistive Product Range Planning
- Prescription Pathway Design
- Workshop Capacity Planning
- Digital Fabrication Oversight
- Wheelchair Provision Management
- Assistive Product Procurement
- Device Stock Control
- Assistive Technology Outcome Reporting

Why Attend This Course:

- Deliver an Assistive Product Service Operating Plan for a case organisation to the service director and the executive team that funds devices
- Decide which devices to fabricate in-house with CAD/CAM or casting and which to buy as semi-finished or prefabricated products
- Avoid long device waits, stock-outs of components and abandoned wheelchairs or orthoses that waste budgets and leave users without support
- Equip technicians, store staff and wheelchair service teams with the job card flow, stock rules and repair log

Conclusion:

Back at work, the participant presents the Assistive Product Service Operating Plan to the service director, the finance lead and the heads of the workshop and wheelchair service. Leadership uses it to approve the product range, prescription routes, fabrication investment, stock levels and the repair arrangement for issued devices. Workshop and store supervisors apply the job card and min-max rules at once. After the first quarter of operation, the unit should compare waiting times, delivery times, abandonment and repair demand with the baseline and adjust the weaker parts of the plan.

Frequently Asked Questions FAQ:

What should participants know before a prosthetics, orthotics and assistive technology services management course?

Participants should already supervise a prosthetic and orthotic workshop, a wheelchair service or an assistive product programme and understand how referrals, job cards and purchase orders move. Anonymised waiting list, workshop or stock data from their own unit helps on the case study day.

How does prosthetics, orthotics and assistive technology services management differ from a rehabilitation unit or disability inclusion course?

It covers how devices are prescribed, made, bought, issued and repaired. Rehabilitation unit courses deal with therapist caseloads and admission criteria, and disability inclusion courses deal with person-centred planning and workplace accommodation, so device supply appears there only briefly.

Why do prosthetics, orthotics and assistive technology services track device abandonment?

Abandonment shows devices that users stop wearing or using, often because of poor fit, wrong prescription or no follow-up. Tracking it with refitting and repair rates tells managers where the pathway, the workshop or the supplier needs correction.

What do participants take back from the prosthetics, orthotics and assistive technology services management course?

Participants take back an Assistive Product Service Operating Plan for a case organisation, with a prescription pathway, workshop capacity model, sourcing decision matrix, stock rules, repair log and KPI dashboard they can adapt to their own service.
