



Consultation Version
Certificate in Optical Practice Support at SCQF 5



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Certificate in Optical Practice Support

New Ref	Old Ref	Units
01	SFHOPTR1 & SFHOPTR2	<p>Deal with individuals in an optical practice</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Communicate with individuals • Provide services to meet individuals' needs
02	SFHOPTR3 & SFHOPTR16	<p>Provide optical information and advice</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Provide optical information and/or advice • Respond to individuals' concerns, complaints and dissatisfactions • Deal with returned products
03	SFHOPTR4	<p>Maintain records in an optical practice</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Make appointments which suit the individual and the practice requirements • Operate an individual recall system • Create and maintain records • Monitor and process NHS and other entitlements
04	SFHOPTR6 & SFHOPTR8 & SFHOPTR18	<p>Sell optical products</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Determine current and previous prescriptions • Demonstrate optical products • Complete the sale of optical products
05	SFHOPTR9 & SFHOPTR10	<p>Provide optical services</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Confirm the spectacles conform to the order specification • Adjust and repair spectacles • Supply the spectacles to the individual
06	SFHOPTR5	<p>Contribute to health and safety in an optical practice</p> <p>To achieve this Unit you will be required to:</p> <ul style="list-style-type: none"> • Comply with Health and Safety requirements of the practice • Dispose of waste

Unit 01: Deal with Individuals in an Optical Practice

Ref:

Overview

This Unit covers how to effectively handle communications between individuals and the practice in which you work. This includes individuals who visit the practice and those who call by telephone. Individuals include patients, patient representatives (e.g. family members) and 'walk in' customers. You will identify their needs and priorities, respond to questions and provide relevant information in a way which encourages good relationships.

To achieve this Unit you will be required to:

- Communicate with individuals
- Provide services to meet individuals' needs

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

You must be able to

Communicate with individuals

- a. follow the correct procedures for greeting and addressing individuals
- b. present a positive image of yourself and the people you work with to individuals
- c. communicate with individuals clearly, politely and confidently
- d. communicate with the individual to establish the purpose of the visit, their needs and priorities
- e. identify when there are specific problems communicating with individuals and follow practice guidelines to seek to resolve difficulties
- f. refer any problems you cannot deal with yourself to the relevant person

You must be able to:

Provide services to meet individuals' needs

- g. obtain relevant information about the individual's needs and the services they require
- h. identify and agree if there are other services that would be more appropriate to their needs
- i. provide the individual with accurate and current information
- j. provide the agreed services within the agreed timescales
- k. check with the individual to make sure they are satisfied with the services you have provided
- l. record information according to record type and store using accepted formats, systems and procedures

Knowledge and understanding

You need to know and understand

Communicate with individuals

1. why effective service is important
2. the range of individuals to whom your practice provides services
3. what your practice's procedures are for dealing with individuals
4. how to identify the specific communication requirements of the individual and adapt your communication style accordingly

5. why it is important to take account of individual's specific communication requirements
6. what is a 'positive image' of yourself and the people you work with, and how to present this both face-to-face and on the phone
7. why you should deal with individuals politely and promptly, and your practice's standards for this
8. questioning techniques
9. listening techniques
10. the importance of body language when communicating with individuals face to-face
11. why it is important for both yourself and the individual to understand what is being said
12. the types of problems that may occur when you are communicating with individuals
13. how to identify communication problems and deal with them effectively

You need to know
and understand

Provide services to meet individuals' requirements

14. the types of services that your practice provides to individuals, and your role in supporting this
15. the importance of identifying individuals' needs and other services you could provide to meet these
16. why it is important to agree and keep a note of the individual's requirements
17. how to make sure information is accurate and current
18. the importance of providing the service within agreed timescales
19. why it is important to check that the individual is satisfied with the service, and what to do if they are not
20. how to record information according to record type and store using accepted formats, systems and procedures

Unit 02: Provide optical information and advice

Ref:

Overview

This Unit describes the competence you need to provide information and advice concerning optical matters. You need to be able to distinguish between routine enquiries and those that require specialist or emergency help and what you should do about it. This includes dealing with individual concerns, complaints and dissatisfactions and with return of products. Individuals include patients, patient representatives (e.g. family members) and 'walk in' customers. This Unit therefore requires you to have sufficient technical optical knowledge and understanding to resolve issues and refer those beyond your level of authority to the correct optical practitioner. Users of this Unit will need to ensure that practice reflects up to date information and policies.

To achieve this Unit you will be required to:

- Provide optical information and/or advice
- Respond to individuals' concerns, complaints and dissatisfactions
- Deal with returned products

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

You must be able to

Provide optical information and advice

- a. establish the individual's optical needs and the services they require
- b. provide optical information and/or advice relevant to the individual's needs and services they require
- c. explain the rationale for the optical information or advice you give
- d. refer the individual to the relevant/qualified person or organisation when the enquiry is beyond your expertise or level of authority in accordance with your practice's procedures
- e. communicate effectively with the individual
- f. confirm the individual's understanding of the optical information or advice you give

You must be able to:

Respond to individuals' concerns, complaints and dissatisfactions

- g. establish the cause and nature of the concern, complaint or dissatisfaction with individual in a courteous manner without compromising the practice
- h. ensure, where appropriate, that proof of original supply is verified
- i. confirm the course of action to be taken and agree this with the individual
- j. maintain a courteous manner at all times
- k. adhere to relevant practice policies and procedures
- l. record information according to record type and store using accepted formats, systems and procedures

You must be able to:

Deal with returned products

- m. establish the reason why the product is returned
- n. accept and deal with the returned products
- o. ensure the relevant action is identified, authorised and taken in accordance with practice policy and procedure
- p. record information according to record type and store using accepted formats, systems and procedures

Knowledge and understanding

You need to know and understand

Provide optical information and advice

- 1. the features and benefits of the optical products or services relevant to the individual's enquiry
- 2. the range and availability of your practice's optical products and services
- 3. the legal and practical implications and the limits of the optical information or advice you are entitled to give
- 4. your own level of authority
- 5. the importance of the difference between what the individual requests and what they need
- 6. how to identify the circumstances requiring specialist optical advice or emergency care and the action you should take
- 7. how to confirm the individual's understanding
- 8. questioning techniques
- 9. listening techniques
- 10. how to negotiate with individuals
- 11. when, why and to whom to refer the individual
- 12. how to identify the specific communication requirements of the individual and adapt your communication style accordingly
- 13. the importance of body language when communicating with individuals face to-face
- 14. the implications of the General Data Protection Regulation (GDPR)

You need to know and understand

Respond to individual concerns, complaints and dissatisfactions

- 15. types of complaints: service related, product related
- 16. the role of the Optical Consumer Complaints Service
- 17. optical practice policies and procedures for dealing with concerns, complaints and dissatisfaction of optical products and services
- 18. the reason for having a complaints procedure
- 19. responsibilities and authority of people in the practice
- 20. actions to take for different types of concern, complaint and dissatisfaction
- 21. how to record information according to record type and store using accepted formats, systems and procedures

You need to know and understand

Deal with returned products

- 22. products in perfect condition and products in unusable or un-saleable condition
- 23. practice policies and procedures for return, refund, exchange and repair of products
- 24. circumstances and legal requirements of refund, exchange or repair
- 25. system for returning goods to stock
- 26. how to recognise suspicious situations

Unit 03: Maintain records in an optical practice

Ref:

Overview

This Unit covers how you will contribute to the effective administration and record keeping of the optical practice. It includes the making of appointments, operating recall systems, ensuring good record-keeping, the importance of confidentiality and processing NHS and other entitlements for individuals. Individuals include patients, patient representatives (e.g. family members) and 'walk in' customers. Users of this Unit will need to ensure that practice reflects up to date information and policies.

To achieve this Unit you will be required to:

- Make appointments which suit the individual and the practice requirements
- Operate an individual recall system
- Create and maintain records
- Monitor and process NHS and other entitlements

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

You must be able to

Make appointments which suit the individual and the practice requirements

- a. identify the need for and the type of appointment
- b. establish and confirm the individual's appointment requirements using available records and the appointment recording system
- c. offer alternative arrangements, where appropriate, within your scope of responsibility and consult others where necessary
- d. record the appointment accurately
- e. ensure a suitable length of time is allocated for the appointment
- f. provide a record of the appointment to the individual
- g. confirm the eligibility of the individual for allowances and provide accurate information on costs and fees
- h. refer individual's entitlements to the relevant person or department
- i. maintain confidentiality of information
- j. maintain a courteous manner with the individual throughout

You must be able to:

Operate an individual recall system

- k. update records with the relevant recall details
- l. initiate the recall system in accordance with practice and clinical requirements
- m. notify the individual when an appointment is due
- n. carry out follow-up procedures for non-respondents

You must be able to:

Create and maintain records

- o. record information according to record type and store using accepted formats, systems and procedures
- p. retrieve information and records promptly when required

You must be able to:

Monitor and process NHS and other entitlements

- q. check information sources relating to NHS entitlements
- r. pass relevant information to the individual accurately and clearly
- s. where necessary, identify and offer alternative options to the individual
- t. consult with the relevant person where the situation is outside your own area of authority
- u. confirm the individual's satisfaction with the arrangements

Knowledge and understanding

You need to know and understand

Make appointments which suit the individual and the practice

- 1. the scope of your responsibilities and the responsibilities of others working within the practice
- 2. types of appointment and individual needs
- 3. scheduling and prioritisation policies and balancing the practice and individual requirements
- 4. how to record information according to record type and store using accepted formats, systems and procedures
- 5. staff availability
- 6. NHS entitlements, private appointments, fee structures
- 7. time required for different types of appointments
- 8. what constitutes an ocular emergency

You need to know and understand

Operate an individual recall system

- 9. types of recall
- 10. practice requirements for the different types of recall system
- 11. recall periods and the importance and reasons for recall systems
- 12. chasing procedure

You need to know and understand

Create and maintain records

- 13. how to record information according to record type and store using accepted formats, systems and procedures
- 14. information required for each type of record kept
- 15. relevant information sources
- 16. clinical and business requirements: policies, procedures, instructions
- 17. the relevant statutory requirements for record keeping of individual details and confidentiality

You need to know and understand

Monitor and process NHS and other entitlements

- 18. NHS entitlements and vouchers
- 19. the forms and paperwork relating to NHS entitlements and vouchers
- 20. promotional and supplier offers

Unit 04: Sell optical products

Ref:

Overview

This Unit describes the competence required to identify the individual's optical requirements, present a range of suitable options and conclude the sale of the selected optical product. Individuals include patients, patient representatives (e.g. family members) and 'walk in' customers. You will ensure that that the financial aspects of the transaction are understood, agreed and completed.

To achieve this Unit you will be required to:

- Determine current and previous prescriptions
- Demonstrate optical products
- Complete the sale of optical products

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

Determine current and previous prescriptions

You must be able to

- a. ensure the individual's latest prescription details are current, accurate and complete
- b. ensure the details of the design, type, materials and manufacturer of existing spectacles are accurate and complete
- c. establish and confirm the condition of existing spectacles with the individual
- d. establish prescription using relevant measurements from current spectacles

You must be able to:

Demonstrate optical products

- e. identify individuals' priorities and level of satisfaction with previous purchases
- f. establish and confirm individual's optical requirements
- g. present optical products that meet the individual's requirements
- h. communicate clearly and concisely the features and benefits of the optical products and any other relevant factors to the individual
- i. demonstrate the optical product clearly, honestly and effectively
- j. overcome objections by reinforcing benefits and/or offering alternatives
- k. refer the individual to a relevant person if a product is outside your area of responsibility
- l. promptly return all optical products to where they came from

You must be able to:

Complete the sale of optical products

- m. confirm individual choice of optical product
- n. confirm the availability of the selected optical products with the individual
- o. confirm NHS and other entitlements with the individual
- p. identify relevant sources of pricing information
- q. provide and explain the pricing options, payment process and delivery

- details to the individual
- r. confirm the order with the individual and agree the financial arrangements
- s. process or order the prescription with the approved manufacturer or supplier
- t. complete the sale of the optical products
- u. record information according to record type and store using accepted formats, systems and procedures

Knowledge and understanding

You need to know and understand

Determine current and previous prescriptions

1. how prescriptions are written
2. types of prescriptions
3. the range of spectacle types
4. the range of lens and frame materials
5. information required from prescription and how to obtain it
6. determining signs of age, wear and damage to spectacles
7. use of the focimeter
8. transposition of prescriptions

You need to know and understand

Demonstrate optical products

9. the general principles of single vision and bifocal spectacles, coatings, accessories and spectacle lens care products
10. stock record systems and availability of stock
11. how to establish individual priorities and requirements
12. simple selling skills
13. product demonstration techniques
14. good housekeeping routines

You need to know and understand

Complete the sale of optical products

15. the legislation covering the sale and supply of optical products
16. the range of entitlements and how to determine which apply to the individual
17. valid/acceptable forms of prescriptions and vouchers and eligibility forms for complete and partial exemption from charges
18. sources of price information
19. prices: standard products, specialised products
20. method of determining prices of specialised products
21. how to complete and process the sale
22. different payment methods
23. how to issue a receipt/invoice and/or confirmation of any balance outstanding
24. the importance of keeping the individual informed of progress of the order
25. how to record information according to record type and store using accepted formats, systems and procedures

Unit 05: Provide optical services

Ref:

Overview

This Unit covers receiving spectacles from the supplier and confirming that they match the specification in the order. It also covers the repair and adjustment of spectacles, identifying the problem with the individual, calculating the cost of the repair or adjustment and arranging for or making the repair. Individuals include patients, patient representatives (e.g. family members) and 'walk in' customers. The Unit also covers spectacle collection and payment.

To achieve this Unit you will be required to:

- Confirm the spectacles conform to the order specification
- Adjust and repair spectacles
- Supply the spectacles to the individual

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

You must be able to

Confirm the spectacles conform to the order specification

- a. confirm the spectacles features and characteristics against the order specification
- b. record details of the order and where relevant any discrepancies or defects
- c. reject the spectacles where appropriate or refer for advice to an appropriate person
- d. ensure that spectacles are cleaned, prepared and stored ready for collection

You must be able to:

Adjust and repair spectacles

- e. examine spectacles and confirm them as acceptable for repair or adjustment
- f. identify spectacles unsuitable for repair or adjustment and return to the individual with an explanation
- g. advise on requirements and conditions of any guarantee
- h. estimate cost, provide details of collection arrangements and confirm this with the individual
- i. select equipment and tools appropriate for the work being carried out in accordance with manufacturer's and practice instructions
- j. carry out adjustment or repair in accordance with own responsibilities and practice procedures
- k. follow practice procedures for those adjustments and repairs which fall outside own responsibility
- l. work in accordance with practice hygiene requirements
- m. confirm that the actions taken have resolved the initial problem
- n. ensure that spectacles are cleaned, prepared and stored ready for collection
- o. record information according to record type and store using accepted formats, systems and procedures

You must be able to:

Supply the spectacles to the individual

- p. confirm with the individual that the spectacles are available for collection

- q. explain the fitting procedure to the individual
- r. prepare spectacles and fit to the individual
- s. confirm the vision and comfort of the spectacles with the individual
- t. ensure any problems with the spectacles supplied are identified, rectified within the limits of your responsibility or referred to the relevant person for action
- u. complete the financial transaction using the appropriate method of payment
- v. advise individual on the care of spectacles, accessories and after-sales service
- w. record information accurately and completely according to record type and store using accepted formats, systems and procedures

Knowledge and understanding

You need to know and understand

Confirm the spectacles conform to the order specification

- 1. methods of verifying spectacles against order
- 2. the range of features and characteristics including the prescription and lens setting in the frame
- 3. how to deal with discrepancies and defects
- 4. cleaning and care techniques for optical products

You need to know and understand

Adjust and repair spectacles

- 5. types and scope of adjustments and repairs which can be carried out effectively
- 6. handling characteristics of the materials and the need for careful handling so as not to create damage
- 7. the effects of adjustments and repairs on optical performance
- 8. tools and equipment, function and use
- 9. time taken for each adjustment and repair
- 10. practice and manufacturer's instructions for adjustments and repairs
- 11. procedure in the event of inability to adjust/repair or if damage occurs during adjustment or repair
- 12. safe working practices and the importance of hygiene
- 13. how to record information according to record type and store using accepted formats, systems and procedures

You need to know and understand

Supply the spectacles to the individual

- 14. types of spectacles
- 15. evidence that the vision and comfort of the individual are satisfactory
- 16. how to handle different spectacles
- 17. identification of materials used and adjustment methods
- 18. how the individual may need to adapt to new spectacles
- 19. how to communicate effectively with the individual
- 20. methods of payment

Unit 06: Contribute to health and safety in the optical practice

Ref:

Overview

This Unit covers health and safety in the practice. It includes responding to hazards, accidents and emergencies and reporting accidents and taking actions to prevent further accidents. It also includes disposing of waste materials cleanly and safely. Users of this Unit will need to ensure that practice reflects up to date information and policies.

To achieve this Unit you will be required to:

- Comply with Health and Safety requirements of the practice
- Dispose of waste

You will, at all times, work:

- Safely and hygienically
- In accordance with practice policies and procedures (including GDPR)
- Within the scope of your responsibilities
- With an understanding of the responsibilities of others working within the practice

Performance criteria

You must be able to

Comply with Health and Safety requirements of the practice

- a. identify the health and safety requirements relevant to your role and optical practice
- b. follow optical practice health and safety requirements when carrying out own work duties
- c. ensure that hygiene of self, equipment and environment are in accordance with practice policies and procedures
- d. proactively identify risks and hazards
- e. respond to hazards, accidents and emergencies in accordance with the optical practice procedures
- f. report immediately to the designated person any health and safety risks and hazards beyond the limits of own authority
- g. take the necessary action to prevent further accidents
- h. record Health and Safety information according to record type and store using accepted formats, systems and procedures

You must be able to:

Dispose of waste

- i. handle waste correctly according to its characteristics
- j. use any necessary protective clothing and equipment in line with the organisation's and/or manufacturer's instructions
- k. remove waste promptly as it occurs and store in the correct location
- l. clean all equipment and return to correct location
- m. adhere to safety procedures at all times

Knowledge and understanding

You need to know and understand

Comply with Health and Safety requirements of the practice

1. the optical practice health and safety requirements and procedures
2. how to ensure that hygiene of self, equipment and environment are in accordance with practice policies and procedures
3. how to identify risks and hazards
4. how to respond to the different types of emergency and accidents
5. the location, purpose and limitations of relevant equipment

6. how to access and use relevant equipment
7. evacuation procedures
8. the position of fire exits and assembly points
21. how to record information according to record type and store using accepted formats, systems and procedures
9. the importance of keeping fire exits clear

You need to know and understand

Dispose of waste

10. how to deal with waste material
11. location and use of protective clothing
12. appropriate disposal of waste to minimise pests and prevent fires