



University of Central Lancashire

Training 2000

INFORMATION FOR STUDENTS



# Optical Assistant

## Level 3 Apprenticeship

An Optical Assistant requires many skills to be able to work within the Optical retail Industry. They are often the people that spend the most time interacting with customers. Therefore strong communication, listening skills and a passion for working with others to deliver excellent service and products that are both clinically and cosmetically correct, are skills, knowledge and behaviours that need to be demonstrated at all times.

Optical Assistants have to interpret and understand a clinically issued prescription, its effects on the eye, and the customer's vision. They need to be able to identify the appropriate spectacles to meet the customer's needs and be able to explain the features and benefits of these, using non-technical customer friendly language.

**Duration:** 18 months - one day per week. Six hours per week need to be dedicated towards portfolio work and training in the workplace

**Where will I study:**  
Online learning

**Entry requirements:**  
A minimum of two GCSE at grade 4 (C) or above in Maths and English is required. You may have to complete your English and Maths Functional Skills depending on your GCSE grades.

## What you'll learn

### Operating procedures

Act within the limits of own competence and within agreed ways of working, following the relevant local and national standards, policies, standard operating procedures used in the workplace.

### Customer journey

Promote and provide a high level of service and care throughout the customer journey.

### Customer needs

Identify customer needs and offer the appropriate services and products to meet those needs.

### Booking service

Provide and maintain a triage and appointment booking service for customers.

### Pre-appointments

Provide a pre-appointment service for customers, gaining valid consent.

### Quality

Review spectacles for quality, prescription and measurement accuracy.

### Health & safety

Maintain the health, safety and security of yourself, customers and others in the workplace by identifying risks and taking appropriate action to keep people safe.

### Dispensing service

Provide a (product recommendation, measurement and fitting) dispensing service for customers requiring spectacles.

### After care

Provide a spectacle collection, fitting and adjustment service.

### Customer service

Provide and maintain a concern handling service for customers and manage queries.

### Targets

Meet personal and business targets and goals on an ongoing basis.

### Contact lens

Provide a contact lens insertion and removal service.

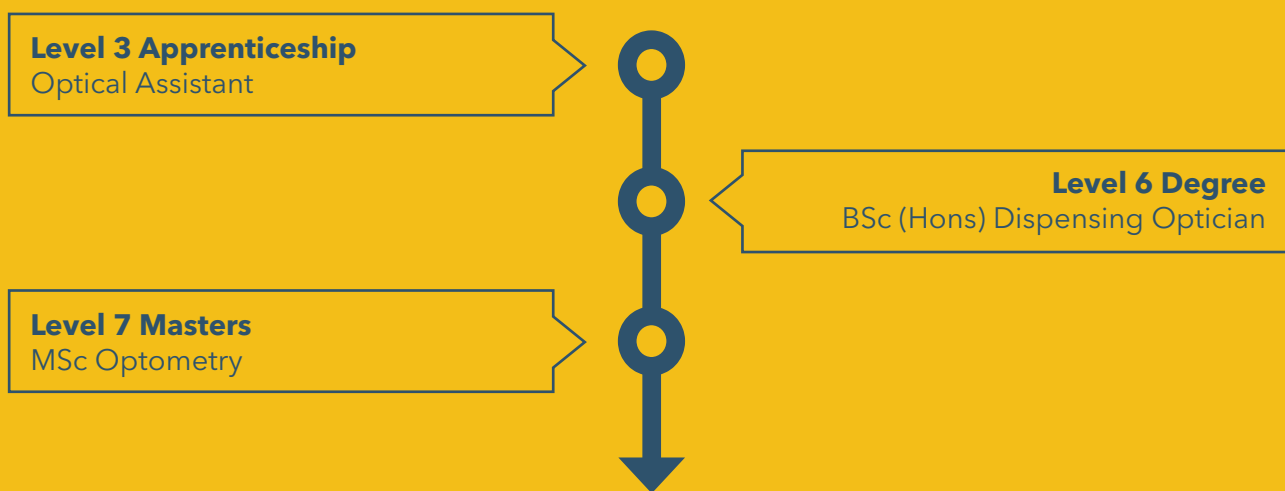
## How you'll be assessed?

At the end of your Apprenticeship you'll go through an end-point assessment (EPA) and be graded based on a:

1. Direct observation of practice with questions
2. Report with questioning
3. Professional discussion

## Your Apprenticeship career path

Below is an example career path showing how you can earn, learn and study up to Degree level with an Apprenticeship. Training 2000 are part of the University of Central Lancashire which makes it easier than ever to progress on to a Degree Apprenticeship or Degree.



### Careers:

As a registered Optometrist, you have the opportunity to start your own business or be self-employed, work in a high street optical practice or hospital setting.

MSc graduates may choose further study to gain higher qualifications in Low Vision, Glaucoma, Paediatrics and Medical Retina.

# Interested? Apprenticeships start throughout the year. Apply now!

[www.training2000.co.uk](http://www.training2000.co.uk)

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