



Qualification Specification

CQ11320/CQ11334 LEVEL 2 CERTIFICATE/DIPLOMA
IN SUPPORTING OPTICAL PRACTICE

VERSION 1.4 JANUARY 2020

Level 2 Supporting Optical Practice Qualification

Qualification Objective

This qualification has been developed for all support staff working in optical practice, optical laboratories and for optical suppliers. It is ideal for those new to the sector but also enables more experienced members of staff to build on existing skills and knowledge.

Throughout this document, the term 'learner' is used to refer to the person seeking to gain the qualification.

Entry requirements

There are no specific entry requirements.

Progression

There are opportunities for the learner to progress to the Level 3 Supporting Optical Practice Qualification, the Level 4 Diploma for Optical Technicians or the Level 4 Diploma for Optical Assistants and then to the Level 6 qualification in Ophthalmic Dispensing. Learners have three years to progress from Certificate to Diploma, taken from the date of passing their last unit of the certificate.

Learner registration

To register for the qualification or to obtain details of examinations, contact info@insight-optical.co.uk, or complete the application form on our website www.insight-optical.co.uk.

Assessment

All assessments are carried out online in the workplace and take place throughout the course at a time to suit the learner and the practice. Examinations will be programmed as part of the course.

The pass mark for each unit is set at 50%. If a candidate fails any unit, the unit can be retaken on its own, at specified times within three years.

Further details on the examinations and all our policy documents and application forms can be found on our website www.insight-optical.co.uk/examinations.

Grading

Successful learners will be awarded a pass for each unit. A pass in all selected units is required to achieve the qualification. There are no grades.

This qualification has two award points

- **Certificate in Supporting Optical Practice – awarded upon the completion of any 4 units**
- **Diploma in Supporting Optical Practice – awarded upon the completion of all 8 units**

List of available units:

1. Who's who in Optics
2. Communication in Optical Practice
3. Ocular anatomy and why we need Spectacles
4. The Customer Journey in Optics
5. Understanding Spectacle Frames
6. Understanding Spectacle Lenses
7. An Introduction to Contact Lenses
8. The Optical Screening Process

Length of Study

Certificate – approx. 6 months of study

Diploma – approx. 12 months of study

Awarding Body

This qualification has been developed to meet the specific needs of our learners and has been accredited by NCFE demonstrating the quality and rigor.

NCFE are an awarding organisation recognised by the qualification regulators for England (Ofqual, Wales (Qualification Wales) and Northern Ireland (CCEA Regulation).

This is an unregulated qualification and is not a nationally recognised qualification. This qualification has been accredited as a Customised Qualification and we have benchmarked the qualification's learning outcomes and assessment criteria at Level 2 (using a national framework's level descriptors) to allow you to demonstrate the difficulty and depth of study.

On completion of the Customised Qualification, learners will receive a certificate of achievement. The certificate is evidence of the knowledge and skills gained by completing the qualification. This qualification has been accredited by NCFE under the Customised Qualification and the certificate of achievement will be issued directly by NCFE.

Unit 1 Who's Who in Optics

Introduction

This unit reviews the range of professions and optical bodies in the optical world, with an emphasis on the functions of the General Optical Council. Focus is also given to the NHS provision for optics and the General Ophthalmic Services (GOS). An essential unit for anybody new to the world of optics.

Level	2
Credit	4
GLH	40

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the different professions in optics	1.1 Give examples of the different careers in optics 1.2 Describe how each profession is trained 1.3 Describe the different job roles in optics
2. Understand the different bodies involved in optics	2.1 List the different professional bodies in optics 2.2 Summarise the functions of each body 2.3 Describe the role of the General Optical Council
3. The NHS and optics	3.1 List the parts or departments of the NHS involved in optics (in their part of the UK) 3.2 Describe the NHS provision for optics and eye health (in their part of the UK)

Unit 2 Communication in Optical Practice

Introduction

Excellent communication skills are essential if you are to provide great customer service. This unit covers areas of verbal communication, written communication, body language and active listening, questioning techniques, and how to handle different types of customers. Ideal for somebody who has limited experience in customer services.

Level	2
Credit	5
GLH	50

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand oral communication	1.1 Summarise why we use oral communication 1.2 Give examples of information that is best communicated orally 1.3 Describe the components of oral communication 1.4 State the advantages and disadvantages of oral communication 1.5 Give examples of barriers that can hinder oral communication 1.6 Describe and how these barriers can be overcome
2. Understand written communication	2.1 Summarise why we use written communication 2.2 Give examples of the use of written communication in optical practice 2.3 State the advantages and disadvantages of written communication 2.4 Describe the barriers to effective written communication 2.5 Describe what makes an item of written communication more effective
3. Understand how to communicate with different types of customers	3.1 Compare the different questioning techniques 3.2 Describe body language and its use in non-verbal communication 3.3 Define Active Listening 3.4 List the different customer types 3.5 Describe how best to handle different customer types

Unit 3 Ocular Anatomy and Why We Need Spectacles

Introduction

This unit begins by looking at the main parts of the eye, their structure, and functions. This is followed by an explanation of emmetropia and the different types of ametropia (including astigmatism and presbyopia). The components of the spectacle prescription and then explained, before the final section of the unit, gives an understanding of the big four causes of visual impairment and their management (glaucoma, cataract, diabetic eye disease and Age-Related Macular Degeneration). This unit is recommended for anyone who is in a patient facing role where patients may ask questions.

Level	2
Credit	6
GLH	60

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the anatomical structures of the eye and their functions	1.1 Name the structures of the eye and their location from an image 1.2 Describe the functions of the different parts of the eye 1.3 State how the eye refracts light to form an image 1.4 State the parts of the eye that provide protection from various hazards
2. Understand common refractive errors	2.1 Describe what is meant by emmetropia, ametropia and its correction 2.2 Describe what being myopic means and how it can be corrected 2.3 Describe what being hyperopic means and how it can be corrected 2.4 Describe what being astigmatism means and how it can be corrected 2.5 Describe what being presbyopic means and how it can be corrected
3. Understand the components of a spectacle prescription	3.1 Describe the parts that make up a prescription (Sphere, Cylinder, Axis) 3.2 State why prisms are needed 3.3 Describe how prism correction is recorded on a prescription 3.4 Review a given spectacle prescription to check that meets industry Standards 3.5 Identify errors on an optical prescription if it does not meet British Standards 3.6 Provide a description of what a given spectacle prescription means
4. Understand common eye conditions	4.1 Describe glaucoma 4.2 Describe the treatment options for glaucoma 4.3 Describe what a cataract is

	<p>4.4 Describe how cataracts can be treated</p> <p>4.5 Describe the effect of diabetes on the eye</p> <p>4.6 Describe the management of diabetes in relation to the eye</p> <p>4.7 Describe the types of age-related macular degeneration</p> <p>4.8 Describe how age-related macular degeneration can be managed</p>
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Unit 4 The Customer Journey in Optics

Introduction

This unit examines the customer journey, from their first point of contact, booking an appointment, NHS GOS rules, the day of their eye examination, all the way through to when the customer collects their new spectacles from the practice. This will give anybody new to optics a good understanding of all of the stages of the customer journey.

Level	2
Credit	5
GLH	50

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the appointment booking process	1.1 List the various methods a customer might use to contact an optical practice 1.2 List the variety of appointments and state what the purpose of them is 1.3 Summarise the information that is required to book an appointment 1.4 State the requirements of GDPR 1.5 Describe how to approach someone who is browsing frames
2. Understand customer entitlements to NHS services in optics	2.1 Recall customer entitlements to an NHS funded eye examination (in their region of the UK) 2.2 Review the different entitlements relating to an NHS Optical Voucher (in their region of the UK) 2.3 Review the entitlement to an NHS optical repair voucher and voucher supplements 2.4 Describe how NHS entitlements are processed
3. Understand the eye examination, ordering and production processes	3.1 List the main stages of the customer journey from booking an appointment through to collecting their new spectacles 3.2 Describe the stages which form a routine eye examination 3.3 State the ordering process for spectacles & taking payments 3.4 Summarise the stages of the spectacle order production process
4. Understand order receipt, checking and the collection process	4.1 Describe the process from receiving a completed spectacle order, to the customer collecting their order 4.2 Summarise the quality assurance checks in practice and relevant British Standards 4.3 Review the spectacle collection process

Unit 5 Understanding Spectacle Frames

Introduction

There is a wide range of frame types, materials, styles and price points in every optical practice. This unit looks at key aspects of spectacle frames, such as the features, benefits, and limitations of different frame materials, how frames can be manufactured and coloured, the correct terminology for frames, understanding frames measurements, with the final section reviewing how to help customer select eyewear based on their facial features, face shape, colouring etc. A very useful unit for anyone who is involved in frame selecting or adjusting frames.

Level	2
Credit	5
GLH	50

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the materials used to produce spectacle frames	1.1 Give examples of different types of materials used to produce spectacle 1.2 State the features of different materials used to produce spectacle frames 1.3 Give examples of the benefits and limitations of different materials used to produce spectacle frames
2. Understand the methods used to manufacture spectacle frames	2.1 Summarise the stages of spectacle frame production for plastic frames 2.2 Summarise the stages of spectacle frame production for metal frames 2.3 State how plastic frames are coloured 2.4 State how metal frames are coloured
3. Understand spectacle frame components	3.1 Identify different styles and shapes of spectacle frames 3.2 Name the parts of a spectacle frame using the correct industry terminology 3.3 Compare the different bridge types commonly found on spectacle frames 3.4 Compare the different types of sides commonly found on spectacle frames
4. Understand how to be able to help customers choose eyewear	4.1 Describe the different spectacle frame dimensions and measurements 4.2 Summarise how a spectacle frame should fit 4.3 Describe the importance of face shape when helping customers choose eyewear 4.4 Describe the importance of facial features when helping customers choose eyewear 4.5 Describe the importance of colour when helping customers choose eyewear

Unit 6 Understanding Spectacle Lenses

Introduction

Gain an understanding of the wide range of lens options available by studying this unit. The first section looks at how lenses work, their form and the benefits of aspheric lenses. There is then an in-depth section on the correction of presbyopia, which covers features, benefits and limitations of bifocal, trifocal, progressive and occupational lenses. The unit then considers the properties of different lens materials, with the final section being dedicated to the important lens measurements that are required to place a spectacle order. A real must of any optical assistant or dispenser.

Level	2
Credit	6
GLH	60

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the principles of spectacle lenses	1.1 Describe how lenses refract light 1.2 State the relationship between focal length and dioptre 1.3 Apply the relationship between the power of a lens and its characteristics 1.4 Review different lens forms 1.5 State the benefits of aspheric lenses compared to conventional lens forms
2. Understand multifocal lenses	2.1 Describe the features of a bifocal lens 2.2 Describe the different types of bifocal segments 2.3 Describe the features of a trifocal lens 2.4 Describe the different types of trifocal segments 2.5 Describe the features of a progressive power lens (PPL) 2.6 Describe the advantages & disadvantages of progressive lenses 2.7 Define the principles of occupational lenses 2.8 Describe the different types of occupational
3. Understand spectacle lens manufacture	3.1 List the different plastic and glass materials used to manufacture spectacle lenses 3.2. Summarise the methods of spectacle lens manufacture 3.3 Compare the properties of plastic and glass spectacle lenses 3.4 Describe refractive index and its importance relating to spectacle lenses 3.5 Summarise the Abbe number and its importance relating to spectacle lenses 3.6 Review density and its importance relating to spectacle lenses

4. Understand the measurements necessary for dispensing spectacle lenses

- 4.1 Define the term optical centre and why it is important
- 4.2 Describe PD, NCD and their measurement
- 4.3 Define & calculate decentration
- 4.4 State what is meant by 'vertex distance' and its measurement
- 4.5 Describe how to measure the segment top position for bifocal and trifocal lenses
- 4.6 Describe how to measure the vertical fitting height for lenses
- 4.7 State what is meant by 'pantoscopic angle' and its measurement
- 4.8 State what is meant by 'face form angle' and its measurement

Unit 7 An Introduction to Contact Lenses

Introduction

Boost confidence with contact lenses by studying this unit. The sections of this unit cover the different types of contact lenses, the materials used to manufacture contact lenses, different wearing modalities, and replacement frequencies, and finally, the proper care of contact lenses and a description of contact lens aftercare. The knowledge covered in this unit can be further developed by studying the follow-on level 3 contact lens unit.

Level	2
Credit	5
GLH	50

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the design of contact lenses	1.1 Summarise Hard and RGP contact lenses 1.2 Describe soft contact lenses 1.3 Define scleral contact lenses 1.4 Define what a hybrid contact lens is 1.5 State the meaning of the term 'base curve' 1.6 Summarise the importance of diameter in contact lens fitting and how it differs between contact lens types
2. Understand contact lens materials	2.1 Give examples of the different materials that contact lenses can be produced from 2.2 Compare the features of different contact lens materials 2.3 Review the importance of oxygen permeability 2.4 Compare oxygen permeability for different materials used for contact lenses 2.5 Summarise wettability and how it can be improved in contact lenses 2.6 State the advantages and disadvantages of silicone hydrogel contact lenses
3. Understand the frequency of contact lens replacement	3.1 Compare the different modalities of contact lens wear 3.2 State the benefits and limitations of different contact lens replacement frequencies 3.3 Review the different replacement frequencies of contact lenses 3.4 State the advantages and disadvantages of different replacement frequencies of contact lens wear
4. Understand how patients should look after their contact lenses	4.1 Summarise why patients should handle and care for their contact lenses properly 4.2 Compare the different types of contact lens cleaning systems

	<p>4.3 State the advantages and disadvantages of different cleaning regimes</p> <p>4.4 Review the range of contact lens care products</p> <p>4.5 Summarise the importance of contact lens case care</p> <p>4.6 Describe what a contact lens aftercare appointment (check) is and why it is important</p>
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Unit 8 The Optical Screening Process

Introduction

A very useful unit for any optical assistant carrying out screening in optical practice, or in a hospital setting. The unit looks at the main screening tests carried out, such as tonometry, visual field testing, auto-refraction, fundus photography, and OCT. The principles behind the test and tips on how to obtain the best results are covered for each test. The knowledge covered in this unit can be further developed by studying the follow-on level 3 contact lens unit.

Level	2
Credit	6
GLH	60

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand the measuring of intra ocular pressure in optical practice	1.1 Review the measurement of intra ocular pressure 1.2 Compare different methods for measuring intra ocular pressure 1.3 Describe the importance of tonometry readings and what they could mean 1.4 Summarise what is 'best practice' when measuring intra ocular pressure
2. Understand the measuring of the visual field in optical practice	2.1 Summarise the principles of visual field testing 2.2 Review automated perimetry testing 2.3 Describe the importance of visual field testing 2.4 Describe what the results of visual field testing could mean 2.5 Summarise how to obtain the best results when conducting a visual field test
3. Understand the use of auto-refraction in optical practice	3.1 Review how an auto-refractor works 3.2 State the relevance of auto-refractor results mean and why they help the optometrist 3.3 Summarise what is 'best practice' when performing auto-refraction
4. Understand the imaging of the fundus in optical practice	4.1 Review the principles of retinal photography 4.2 Compare different methods for increasing the field of view of the retina seen 4.3 Describe the importance of retinal photography 4.4 Give examples of conditions that can be seen from a retinal photograph 4.5 Summarise what is 'best practice' when taking a retinal photograph
5. Understand the use of coherence tomography (OCT) in optical practice	5.1 Describe how an OCT scan is captured

	<p>5.2 State the advantages of optical coherence tomography compared to retinal photography</p> <p>5.3 Give examples of conditions that can be seen from an OCT scan</p> <p>5.4 Summarise what is 'best practice' when performing an OCT scan</p>
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