



# Qualification Specification

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CQ11316/CQ11317 LEVEL 3 CERTIFICATE/DIPLOMA  
IN SUPPORTING OPTICAL PRACTICE

VERSION 1.3 JANUARY 2020

## **Level 3 Supporting Optical Practice Qualification**

### Qualification Objective

This qualification has been developed for senior optical support staff and supervisors to build on their existing abilities and expand their knowledge further to enable them to better support all functions of the optical practice or manufacturing lab.

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 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](mailto:info@insight-optical.co.uk), or complete the application form on our website [www.insight-optical.co.uk](http://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](http://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. The Legal requirements for Optical Businesses
2. Lens treatments and eye protection
3. Understanding Contact Lenses
4. Introduction to Low Vision
5. Customer Service & Complaints
6. Visual merchandising and stock control
7. Frame fitting, repairs, and adjustments
8. Advanced Optical Screening

#### 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 The Legal Requirements for Optical Business

### Introduction

This unit reviews the range of legislation that governs optical businesses; from consumer rights to the Opticians Act and GDPR. The importance of Health and Safety is also covered, along with, COSHH, risk assessment, and waste disposal. This is an important unit for anyone who is in a supervisory capacity or management position.

Level	3
Credit	6
GLH	60

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand the legal requirements in an optical practice	1.1 Explain the Trade Description Act 1.2 Explain the Consumer Rights Act 1.3 Describe the employment contract & its importance 1.4 Describe equality opportunities and discrimination and optical practice 1.5 Explain the Opticians Act and its relevance to an optical practice 1.6 Compare the quality markings seen in optics (CE and Kitemark) 1.7 Explain data protection in an optical practice
2. Understand health and safety in an optical practice	2.1 Review the health and safety legislation that protects us 2.2 Clarify the range of health and safety regulations that apply to an optical practice 2.3 Explain the requirements of the Control of Substances Hazardous to Health Regulations 2.4 Explain what a risk assessment is and the process of conducting a risk assessment 2.5 State the range of emergency equipment that might be found in an optical practice 2.6 Explain how to respond in an emergency
3. Understand the importance of managing waste in an optical practice	3.1 Identify the different types of waste in an optical practice environment 3.2 Evaluate how waste should be properly sorted and disposed of 3.3 Explain the consequences of poor waste management

## Unit 2 Lens Treatments and Eye Protection

### Introduction

Improve your lens knowledge by studying this unit that covers the wide range of lens treatments available. Treatments covering include, hard coating, MAR, blue light and driving finishes. There are also sections covering the range of tinting options, photochromic lenses, and polarised lenses. The final part of the unit is dedicated to eye protection, reviewing the lens and frame options available.

Level	3
Credit	5
GLH	50

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand different lens coatings and finishes	1.1 Describe the term 'coating stack' 1.2 Explain the hard coating of spectacle lenses 1.3 Explain the benefits of hard coatings 1.4 Explain the MAR coating of spectacle lenses 1.5 Evaluate the benefits and disadvantages of MAR coatings 1.6 Clarify the other coatings than can be applied to spectacle lenses
2. Understand the tinting of lenses and sun protection	2.1 Explain why lenses may be tinted 2.2 Explain the different tinting methods of spectacle lenses 2.3 Explain what we mean by 'polarising' lenses, 2.4 Analyse the advantages and disadvantages of polarising lenses 2.5 Explain what we mean by 'photochromic' lenses 2.6 Analyse the advantages and disadvantages of photochromic lenses
3. Understand safety lenses and eyewear	3.1 Evaluate the different plastic protective lenses 3.2 Explain how glass can be toughened 3.3 Give examples of different types of eye protection 3.4 Give examples of different types of hazards 3.5 Analyse the markings on safety eyewear

## Unit 3 Understanding Contact Lenses

### Introduction

Building on the knowledge covered on Level 2, this unit delves into more depth on the correction of astigmatism and presbyopia; as well as building confidence with the contact lens 'teach' and reviewing contact lens compliance. A must for any assistant who is involved with contact lens patients on a regular basis, or who wishes to expand their contact lens knowledge.

Level	3
Credit	7
GLH	70

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand the correction of astigmatism with contact lenses	1.1 Explain what astigmatism is 1.2 Clarify why it is important to correct astigmatism 1.3 Explain how astigmatism can be corrected with contact lenses 1.4 Critically compare the different methods of contact lens stabilisation
2. Understand the correction of presbyopia with contact lenses	2.1 Explain what presbyopia is 2.2 Critically compare the different methods of vision correction for patients who are presbyopic 2.3 Evaluate the different methods for correcting presbyopia with contact lenses 2.4 Explain multifocal contact lens designs
3. Understand the contact lens 'teach' process	3.1 Explain the stages of a contact lens teach appointment 3.2 Explain why it is important to conduct a proper contact lens teach 3.3 Explain the importance of hygiene during a contact lens teach 3.4 Explain how to insert a typical soft contact lens 3.5 Explain how to insert a rigid gas permeable contact lens 3.6 Explain how to recentre a soft contact lens 3.7 Explain how to recentre a rigid gas permeable contact lens 3.8 Explain how to remove a soft contact lens 3.9 Explain how to remove a rigid gas permeable contact lens 3.10 Explain how to care for a contact lens case
4. Understand contact lens related complications	4.1 Give examples of the signs of poor compliance with contact lenses 4.2 Explain the consequences of a poorly fitting contact lens

	<p>4.3 Describe the signs and symptoms of contact lens dryness</p> <p>4.4 Explain the different causes of a red eye</p> <p>4.5 Explain the consequence of over-wearing contact lenses</p> <p>4.6 Explain the signs and symptoms of someone with an eye infection</p> <p>4.7 Explain the management of someone with an eye infection</p>
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## Unit 4 An Introduction to Low Vision

### Introduction

There are 2 million people in the UK living with sight loss, making this unit an important aspect of modern practice. The unit starts by reviewing the terminology used and moves on to reviewing the low vision assessment journey, with an emphasis on the range of support available. The unit then covers the range of low vision aids available and the importance of good lighting. Studying this unit will help you to empathise and understand people's needs.

Level	3
Credit	6
GLH	60

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understanding what we mean by low vision	1.1 Explain key terms related to low vision (vision, visual acuity, visual impairment) 1.2 Define the term "sight impaired" 1.3 Define the term "severely sight impaired" 1.4 Describe the registration process 1.5 Explain the benefits of registration
2. Understand the low vision assessment process	2.1 Explain the key stages of a low vision assessment 2.2 Explain the health-related information that will be checked during the assessment 2.3 Describe the ocular history information that will be checked during the assessment 2.4 Explain how we select and assess a low vision aid during the assessment 2.5 Clarify the range of support organisations that can help someone who is visually impaired, including national, local and condition-specific organisations
3. Understand the range of low vision aids (LVAs) available	3.1 Describe the different types of LVAs that are available 3.2 Clarify the advantages and disadvantages of different types of LVAs 3.3 Explain the advice that should be given on the use and care of LVAs 3.4 Explain the phrase Bigger, Brighter, Bolder 3.5 Explain the term 'eccentric viewing'
4. Understand the importance of light for the visually impaired	4.1 Explain the key terms used in photometry 4.2 Explain what we mean by Task Lighting 4.3 Clarify the types of glare



## Unit 5 Customer Service & Complaints

### Introduction

Customers are more demanding than ever, so offering excellent customer service is essential for any business to survive and grow. This unit looks at the principles of customer service, how to effectively measure and improve customer service, as well as a section dedicated to dealing with complaints when things do go wrong.

Level	3
Credit	5
GLH	50

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand what constitutes excellent customer service	1.1 Explain the principles of excellent customer service 1.2 Explain the benefits excellent customer service has on an optical business 1.3 Review different methods used to increase customer loyalty
2. Understand the measuring of customer satisfaction	2.1 Give examples of methods to measure customer satisfaction 2.2 Evaluate the benefits of measuring customer satisfaction 2.3 Explain how to measure changes in customer satisfaction over time
3. Understand the causes of complaints and how to handle them	3.1 Evaluate the complaints procedure where you work 3.2 Describe the role of the OCCS 3.3 Give examples of the cause of customer complaints in an optical practice 3.4 Explain how to handle a complaint 3.5 Review the management of angry customers in an optical practice

## Unit 6 Visual merchandising and stock control

### Introduction

All businesses should have effective methods to monitor their stock to protect their bottom line. Stock should also be presented in ways that will generate interest from customers and persuade them to buy. This will result in increased sales and includes techniques such as how to implement add-on selling.

Level	3
Credit	5
GLH	50

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand the importance of visual merchandising in an optical practice	1.1 Explain why it is important to display products properly in an optical practice 1.2 Explain the benefits of accurate visual merchandising 1.3 Describe how displays are maintained in their company 1.4 Review the methods for pricing up stock 1.5 Clarify the common promotions used in an optical practice
2. Understand the ordering and receipt of stock	2.1 Explain how stock can be ordered 2.2 Explain the correct handling of stock 2.3 Explain the methods of storing stock
3. Understand the importance of accurate stock control	3.1 Explain why it is important to regularly check the quality of stock 3.2 Summarise how stock can become damaged 3.3 Define the term 'stocktake' 3.4 Explain why it is important to carry out regular stock takes 3.5 Discuss the causes of stock level discrepancies 3.6 Review examples of how stock can be protected from loss

## Unit 7 Frame fitting, adjustments, and repair

### Introduction

This is an essential unit for anybody working in practice, from optical assistants to lab staff and professional colleagues. All customers will expect you to be able to confidently and competently assess the fit of a frame, then carry out the correct adjustments. This is vital at the collection stage of the customer journey so that they leave on a high and with a positive experience. The unit also looks at some of the common spectacle frame repairs that can be carried out in practice, so that learners can feel more confident in completing these tasks themselves.

Level	3
Credit	8
GLH	80

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand the fitting of spectacles	1.1 Explain the term 'fitting triangle' in relation to the fitting of spectacles 1.2 Evaluate the properties of different frame materials 1.3 Evaluate the advantages & disadvantages of different frame materials 1.4 Explain how to assess the fit of spectacles 1..5 Discuss the consequences of poor fitting of spectacles 1.6 Explain the importance of the fitting of the sides of a spectacle frame
2. Understand the adjustment of spectacles	2.1 Explain the methods used to adjust frames 2.2 Describe the tools used to adjust spectacles 2.3 Clarify the advice that should be given to the customer on how to maintain, clean and care for their spectacles 2.4 Review the limitations of certain combinations of frames and lenses
3. Understand common spectacle repairs	3.1 Explain how to assess the feasibility of a repair 3.2 Review the processes involved in carryout out a repair 3.3 Apply the British Standard terms for the parts of a spectacle frame 3.4 Describe how to carry out common spectacle repairs

## Unit 8 Advanced Optical Screening

### Introduction

A more advanced unit than the level 2 unit on optical screening; this unit considers a greater understanding of procedures such as visual field testing, auto-refraction, tonometry, fundus photography, and OCT. The unit finishes with how to deal with triaging ocular emergencies, which will boost the confidence of optical support staff.

Level	3
Credit	6
GLH	60

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>
1. Understand optical prescriptions	1.1 Interpret a prescription 1.2 Interpret the prescribed add 1.3 Transpose a prescription 1.4 Describe why it is important to consider existing spectacles when carrying out screening
2. Understand the results of visual field screening	2.1 Explain binocular vision 2.2 Describe visual field tests and results 2.3 Explain visual field loss and the stages of glaucoma 2.4 Give examples of non-glaucomatous visual field defects
3. Understand different methods of measuring intraocular pressure	3.1 Explain the term 'intraocular pressure' 3.2 Evaluate different methods of contact and non-contact tonometry 3.3 Compare contact and non-contact tonometry 3.4 Describe rebound tonometry
4. Understand how to improve imaging of the fundus	4.1 Review the different methods for observing the fundus 4.2 Explain different methods that can be used to increase the field of view of the fundus 4.3 Clarify the different conditions that can be detected by fundus imaging (photography and OCT)
5. Understand Optical Emergencies and Triaging	5.1 Define what would be considered as an 'ocular emergency' 5.2 Describe examples of ocular emergencies that can affect the anterior portion of the eye and possible actions that should be taken 5.3 Describe examples of ocular emergencies that can affect the posterior portion of the eye and possible actions that should be taken 5.4 Explain the triage process