

INSIGHT

Optical Training

Focusing on your Future

NCFE
CUSTOMISED
QUALIFICATION

LEVEL 3
Supporting Optical Practice





LEVEL 3 Senior Optical Assistant (SOA)

Overview

Our level 3 courses are written by industry experts and are developing the necessary skills to understand the basics of the subject whether you work in retail optics, manufacturing, sales or technical support. Level 3 is ideally suited to those who may have been working in practice a number of years, those who have already completed a level 2 qualification. Whether you are on the first steps on a career, expanding your skills in your current role or a stepping stone to higher qualification, this Level 3 course teaches you the fundamental essential skills in both a flexible and affordable way.

Our Level 3 SOA is a short qualification to help you develop essential skills. Once completed, you will have developed an understanding of optical practice and products.

Depending on your abilities, previous work experience and qualifications and your work and family commitments, you should allow on average 4–6 hours of study per week.

There are two qualification options available to you

- Level 3 Certificate – pass any 4 units
- Level 3 Diploma – pass all 8 units

Details of each unit is shown in the table below and on the next page

APPLY ONLINE TODAY WWW.INSIGHT-OPTICAL.CO.UK

Costs

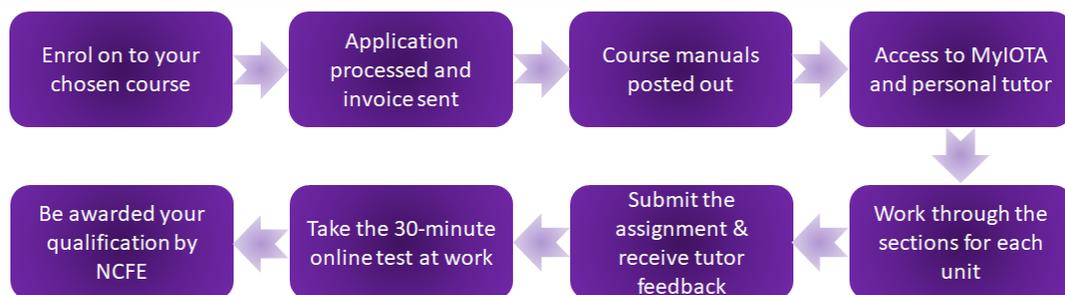
Level 3 Certificate £ 1000

Level 3 Diploma £ 1800

Payment plans available on request

UNIT	AIM OF THE UNIT
Unit 1: The Legal Requirements for Optical Business	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.
Unit 2: Lens Treatments and Eye Protection	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.
Unit 3: Understanding Contact Lenses	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.

UNIT	AIM OF THE UNIT
Unit 4: An Introduction to Low Vision	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.
Unit 5: Customer Service and Complaints	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.
Unit 6: Visual Merchandising and Stock Control	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.
Unit 7: Frame Fitting, Adjustment and Repair	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.
Unit 8: Advanced Optical Screening	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.



KEY INFORMATION

QUALIFICATION

CERTIFICATE (ANY 4 UNITS)

DIPLOMA (ALL 8 UNITS)

100% ONLINE

ENDORSED QUALIFICATION BY NCFE

DURATION

AVERAGE 4-6 HOURS A WEEK

EACH UNIT TAKES 6-8 WEEKS

CERTIFICATE 100 GUIDED LEARNING HOURS (7-8 MONTHS)

DIPLOMA 200 GUIDED LEARNING HOURS (12-14 MONTHS)

Should you have any queries about enrolling for your chosen course, please do not hesitate to contact us for advice: info@insight-optical.co.uk



Ideal for

- Senior colleagues
- Managers
- Assistant Managers
- Team leaders
- Supervisors
- As a follow on from Level 2

MY INSIGHT OPTICAL TRAINING ACCOUNT (MYIOTA)

We will provide you with your own online personal Insight Optical Training Account (MyIOTA). Everything you will need to study is right at your fingertips.

Should you have any queries about enrolling for your chosen course, please do not hesitate to contact us for advice: info@insight-optical.co.uk

ASSESSMENT

Each unit of course is assessed by means of an online test which can be taken in your workplace on a day and time to suit you. This also helps to reduce exam stress as you will be taking it in a familiar environment.

The pass mark is 50%, but in the unlikely event that you do not pass your online test you will be able to try again. Feedback can be provided and there are sample questions available to you.

On successful completion you will be awarded the qualification by NCFE and be send a paper certificate to display your achievement.

HOW TO ENROL

You can enrol regardless of academic background, nationality, age, location, gender, religion or occupation; and with the determination to succeed you will gain a qualification which is a Nationally Accredited qualification and recognised throughout the industry.

To enrol with for you chosen course simply complete the application form from our website

Should you have any queries about enrolling for your chosen course, please do not hesitate to contact us for advice: info@insight-optical.co.uk

