

Why Work as an... Optical Assistant

A solution for your training needs and career progression

ROLE OVERVIEW

The broad purpose of the occupation is to interpret a prescription to identify the appropriate optical device to meet the need of the prescription and customer. To review spectacles for quality, prescription, measurement and accuracy and the effects on the eye and vision. Optical Assistants need to be able to identify the appropriate optical appliance, such as spectacles, contact lenses or magnifiers to meet the individual's needs, and be able to explain the features and benefits of these, using non-technical, customer friendly language.

KEY POINTS

- **Level:** 3
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship provides an ideal entry into the occupation and supports progression to the Dispensing Optician standard

KNOWLEDGE REQUIREMENTS



- Patient referral processes and procedures and the implications of not following procedures
- Importance of personal presentation, time management and teamwork
- Different customer types and needs within the optical environment
- How to use and maintain optical equipment
- Business sight test and contact lens recall requirements
- Ocular emergencies and when to seek advice, including escalation and reporting procedures
- Clinic preparation processes such as preparing records, General Ophthalmic Services eligibility and entitlement, identifying customer needs, confirming appointment

SKILL REQUIREMENTS



- Follow safe use instructions when using optical equipment such as adjustment tools, screening equipment and measuring equipment
- Offer non-prescribed products such as contact lens solutions, common ophthalmic drops, ready readers, magnifiers, and other accessories to customers
- Offer specialised products to the customer based on their needs and preferences, using features and benefits to highlight suitability
- Identify frame fitting suitability including facial, frame and spectacle lens measurements required to process spectacle orders for the customer
- Provide advice and guidance on frame fitting, lens care and after sales service
- Follow repair procedures
- Follow out of hours emergency procedures

BEHAVIOUR REQUIREMENTS



- Treat people with dignity and respect
- Show discretion and empathy for those you work with
- Be adaptable, reliable and committed
- Be caring and compassionate
- Show resilience and self-awareness
- Show openness and integrity at all times

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