

**THE WORSHIPFUL COMPANY
OF
SPECTACLE MAKERS**



CERTIFICATE IN OPTICAL CARE AT SCQF LEVEL 5

Group Award Code R096 04

QUALIFICATION HANDBOOK

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Certificate in Optical Care at SCQF Level 5

Qualification Objective

This qualification has been developed in conjunction with NHS Education for Scotland for optical practice staff supporting the provision of the General Ophthalmic Service in Scotland. The objective is to develop their knowledge and skills to enable them to better support all functions of the optical practice, including screening, in order to improve the overall quality of service. It is ideal for those new to optics 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.

Customer Service Statement

See relevant sections of the [Customer Service Statement](#) for details of:

Equal opportunities policy
Reasonable adjustments
Special considerations
Complaints and appeals procedures.

Progression

There are opportunities for the learner to progress to the SCQF Level 7 Certificate in Optical Care and then to ABDO Diploma in Ophthalmic Dispensing.

Training

Various training providers may offer support for this qualification.

Examination registration

To register for the examination, please contact lpogson@abdo.org.uk or call 01227 732925 to obtain details of scheduled training and examination dates.

Assessment

The learner will be assessed through a written or e-assessment examination comprised of questions on all five units, total length 2 hour. The format of the written and e-assessment examinations will be identical. For each unit the questions may include MCQs, diagrams and short answer questions. 3 questions or set of questions are to be answered for each unit. Each question or set of questions is intended to take 7-8 minutes to answer.

If a candidate fails any unit, the unit can be retaken on its own, at specified times within the period detailed on the Customer Service Statement.

Grading

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

Level 5 Certificate in Optical Care

Structure

Learners must gain 33 credits by achieving the five mandatory units.

Unit 1

Title	Responsibilities in Optics	
Level	5	
Credit	5	
Learning Outcomes	Assessment Criteria	
<i>The Learner will:</i>	<i>The learner can:</i>	
1. Understand the roles, legal responsibilities and limitations of people working in optical practice	1.1 List the professions in ophthalmic optics. 1.2 Describe the functions of an optometrist 1.3 Describe the functions of a dispensing optician 1.4 Describe the functions of an orthoptist 1.5 Describe the functions of an optical assistant 1.6 Describe the functions of an ophthalmic medical practitioner 1.7 Describe the functions of an ophthalmologist	
2. Understand the roles and responsibilities of the health care and professional bodies in ophthalmic optics	2.1 Describe the roles of Health Boards and Primary Care organisations 2.2 Describe the roles of the General Optical Council 2.3 Describe the roles of the College of Optometrists 2.4 Describe the roles of the Association of British Dispensing Opticians 2.5 Describe the roles of other optical bodies	
3 Understand how the optical industry works	3.1 Describe the patient pathway in an optical practice 3.2 Describe the process that produces the optical prescription 3.3 Describe the order process between the optical practice and the manufacturer 3.4 Describe the types of optical manufacturing processes 3.5 Describe the delivery process from the manufacturer to the optical practice	
Additional Information about the unit		
Unit Aim(s)	To understand the roles and responsibilities of people within optics in the UK.	NOS Ref: Parts of units within Level 2 NOS in Optical Retailing

Unit 2

Title	Communication in optical customer service	
Level	5	
Credit	6	
Learning Outcomes	Assessment Criteria	
<i>The Learner will:</i>	<i>The learner can:</i>	
1. Understand the skills required for effective communication in optical customer service.	1.1 Define the skills required when communicating with customers 1.2 Describe the techniques for communicating with different types of customer. 1.3 Describe the concerns of the optical customer. 1.4 Describe how to deal with customers with different cultural diversities 1.5 Explain the importance of customer records 1.6 Explain the importance of in-company relationships	
2. Understand communication methods	2.1 Define the range of communication techniques 2.2 Describe the advantages of the different communication methods 2.3 Describe the disadvantages of the different communication methods	
3. Understand how to achieve excellent customer service in optics.	3.1 Describe the principles of the management of customers 3.2 Explain the importance of managing optical customers' expectations 3.3 Describe how to plan for the delivery of customer service within optics. 3.4 Describe the types of standards required in customer service within optics 3.5 Describe how to manage customer behaviour in difficult situations. 3.6 Describe how to handle complaints 3.7 Describe the principles of continuous improvement of customer service	
Additional Information about the unit		
Unit Aim(s)	The candidate will know how to provide customer service within optics and the skills required for effective communication.	NOS Ref: Part units 1, 2' 3, in Level 2 NOS in Optical Retailing

Unit 3

Title	The eye and ametropia	
Level	5	
Credit	8	
Learning Outcomes	Assessment Criteria	
<i>The Learner will:</i>	<i>The learner can:</i>	
1. Understand the key terms used in optics	1.1 Explain the optical terminology used in high street practices. 1.2 Explain the causes of optical defects of the eye 1.3 Explain the symptoms of optical defects	
2. Understand the anatomy of the eye	2.1 Describe the causes of ametropia 2.2 Sketch ray diagrams to illustrate ametropia 2.3 Explain the functions of the ocular structures of the eye 2.4 Locate the parts of the eye on a diagram 2.5 Draw a diagram to illustrate the relative position of the parts of the eye	
3. Understand how the eye focuses light from an object	3.1 Sketch how light passes through the eye 3.2 Describe the causes of myopia and hypermetropia 3.3 Explain how myopia and hypermetropia can be corrected 3.3 Describe the causes of astigmatism 3.3 Explain how astigmatism can be corrected 3.4 Describe the causes of presbyopia 3.3 Explain how presbyopia can be corrected	
4. Understand how to interpret optical prescriptions	4.1 Analyse single vision prescriptions 4.2 Transpose single vision prescriptions 4.2 Analyse bifocal power prescriptions 4.3 Analyse progressive power prescriptions	
5. Understand the pathology of the eye	5.1 Explain glaucoma 5.2 Describe how glaucoma may be treated 5.3 Explain cataracts 5.4 Describe how cataracts may be treated 5.5 Explain diabetes and the effect on vision 5.6 Explain age related macular degeneration and the effect on vision 5.7 Explain the methods of analysing the visual field 5.8 Describe the eye conditions that can be detected by visual field screening 5.9 Explain binocular vision 5.10 State the limitations of responsibility and authority of the optical assistant in relation to conduct and consultation.	
6. Understand the use of refractive surgery to correct vision	6.1 Describe the methods of refractive surgery 6.2 Explain the advantages of refractive surgery	

	6.3 Explain the disadvantages of refractive surgery 6.4 Explain the implications for the optical practice	
Unit Aim(s)	To understand the basic anatomy, function and pathology of the eye and the common eye conditions including myopia, hypermetropia, astigmatism, presbyopia as well as binocular vision and visual fields. To understand optical prescriptions and transposition. To gain a basic understanding of cataracts, glaucoma, diabetes and their treatment as well as refractive surgery and the advantages and disadvantages of the treatment.	NOS Ref: From various units in Level 2 NOS in Optical Retailing

Unit 4

Title	Supporting the provision of spectacle lenses in optical practice	
Level	5	
Credit	8	
Learning Outcomes	Assessment Criteria	
<i>The Learner will:</i>	<i>The learner can:</i>	
1. Understand the optics of spectacle lenses	1.1 Explain how a spectacle lens works 1.2 Describe the various lens forms used in spectacles 1.3 Define the term 'diopetre' 1.4 Define 'focal length' 1.5 Explain the relationship between dioptries and focal length 1.6 Define the term 'cylinder' in optics 1.7 Explain cylindrical lenses 1.8 Define the term 'axis' 1.9 Explain how axis is used in spectacle lenses	
2. Understand the types of spectacle lenses	2.1 Describe a bifocal lens 2.2 Explain how a bifocal corrects vision 2.3 Explain the advantages and disadvantages of bifocals 2.4 Describe a trifocal lens 2.5 Explain how a trifocal corrects vision 2.6 Explain the advantages and disadvantages of trifocals 2.7 Describe a multifocal/progressive lens 2.8 Explain how multifocal/progressive lenses correct vision 2.9 Explain the advantages and disadvantages of multifocals/progressives	
3. Understand the types of protective eyewear	3.1 Describe the types of protective lenses 3.2 Explain the types of eye protectors 3.3 Describe the types of hazard where protective spectacles should be worn 3.4 Explain the BSI and ENS markings 3.5 Describe the methods of manufacture of protective lenses	
4. Understand the types of other special spectacle lenses	4.1 Explain polarising lenses 4.2 Describe the benefits of polarising lenses 4.3 Explain photochromic lenses 4.4 Describe the benefits and limitations of photochromic lenses 4.5 Explain absorptive lenses 4.6 Describe the benefits of absorptive lenses 4.7 Explain multi anti reflection coated lenses 4.8 Describe the benefits of multi anti reflection coated lenses	
5. Understand the manufacture of spectacle lenses	5.1 Describe the methods of manufacturing spectacle lenses	

	5.2 Describe the materials used in the manufacture of spectacle lenses 5.3 Describe the shapes or sizes of spectacle lenses
6. Understand the coating and tinting of spectacle lenses	6.1 Explain the types of tinted lenses 6.2 List the benefits of tinted lenses 6.3 Describe the coatings that can be applied to spectacle lenses 6.4 Explain the benefits of coated lenses
7. Understand optical centres, PDs and centration in the dispensing of spectacle lenses	7.1 Explain the term optical centre 7.2 Explain why optical centres are important in dispensing spectacle lenses 7.3 Explain the term PD 7.4 Explain why PD is important in dispensing spectacle lenses 7.5 Describe how to measure PDs 7.6 Explain the term centration 7.7 Explain why centration is important in dispensing spectacle lenses
8. Understand the importance of prisms when dispensing spectacle lenses	8.1 Define the term prism 8.2 Describe the effect of prisms on light travelling through a prism 8.3 Describe why prisms are important in dispensing spectacle lenses 8.4 Describe prism base direction 8.5 Explain the methods used in detailing the prism notation.
Additional Information about the unit	
Unit Aim(s)	To gain a basic understanding of the optics of lenses and their design and form including the significance of optical centres, decentration, prisms and their application, and the types and uses of special and safety lenses, coatings and tints.
	NOS Ref: Unit 6 in Level 2 in Optical Retailing

Unit 5

Title	Supporting the provision of optical screening	
Level	5	
Credit	6	
Learning Outcomes	Assessment Criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1 Understand the principles of field screening.	1.1 Explain the principles of field screening. 1.2 Explain the function of field screening equipment	
2. Understand the principles of auto-refraction.	2.1 Explain the principles of auto-refraction 2.2 Describe the function of an auto-refractor	
3. Understand the principles of non-contact tonometry.	3.1 Explain the principles of non-contact tonometry 3.2 Describe the function of non-contact tonometry equipment	
4. Understand the principles of fundus photography and optical coherence tomography.	4.1 Explain the principles of fundus photography. 4.2 Describe the function of fundus photography equipment. 4.3 Describe the principles of optical coherence tomography 4.4 Describe the function of optical coherence tomography.	
5. Understand how to deal with common emergencies that may occur in the screening procedure	5.1 Describe the common emergencies that may occur whilst performing the screening functions. 5.2 Recognise the symptoms of a heart attack, epileptic fit and stroke. 5.3 Describe the correct first aid procedures for dealing with these emergencies	
6. Understand the pathology of the eye to enable identification of an optical emergency	6.1 Describe what constitutes an ocular emergency. 6.2 Describe the symptoms and signs of ocular conditions requiring emergency treatment. 6.3 Describe how to deal with a patient who exhibits the symptoms of an ocular emergency	
Additional Information about the unit		
Unit Aim(s)	To have knowledge of the principles of optical screening equipment and processes for tonometry, auto refraction, visual fields, fundus photography and OCT. To understand conditions that may require emergency treatment.	NOS Ref: Unit 13 in Level 2 NOS in Optical Retailing