University of Lancashire
Training 2000

INFORMATION FOR STUDENTS

Apprenticeships

Optical Assistant

Level 3 Apprenticeship

Duration:
15-18 months - one day per week.
You are required to spend at least 6 hours per week completing 'off the job' training, such as your lessons at Training 2000, online training, industry visits, competitions and shadowing.

Where will I study:
Online learning

Entry requirements:
A minimum of two GCSE at grade 4 (C) or above in Maths and English is required. You may have to complete your English and Maths Functional Skills depending on your GCSE grades.

An Optical Assistant requires many skills to be able to work within the Optical retail Industry. They are often the people that spend the most time interacting with customers. Therefore strong communication, listening skills and a passion for working with others to deliver excellent service and products that are both clinically and cosmetically correct, are skills, knowledge and behaviours that need to be demonstrated at all times.

Optical Assistants have to interpret and understand a clinically issued prescription, its effects on the eye, and the customer's vision. They need to be able to identify the appropriate spectacles to meet the customer's needs and be able to explain the features and benefits of these, using non-technical customer friendly language.

What you'll learn

Operating procedures
Act within the limits of own competence and within agreed ways of working, following the relevant local and national standards, policies, standard operating procedures used in the workplace.

Customer journey
Promote and provide a high level of service and care throughout the customer journey.

Customer needs
Identify customer needs and offer the appropriate services and products to meet those needs.

Booking service
Provide and maintain a triage and appointment booking service for customers.

Pre-appointments
Provide a pre-appointment service for customers, gaining valid consent.

Quality
Review spectacles for quality, prescription and measurement accuracy.

Health & safety
Maintain the health, safety and security of yourself, customers and others in the workplace by identifying risks and taking appropriate action to keep people safe.

Dispensing service
Provide a (product recommendation, measurement and fitting) dispensing service for customers requiring spectacles.

After care
Provide a spectacle collection, fitting and adjustment service.

Customer service
Provide and maintain a concern handling service for customers and manage queries.

Targets
Meet personal and business targets and goals on an ongoing basis.

Contact lens
Provide a contact lens insertion and removal service.

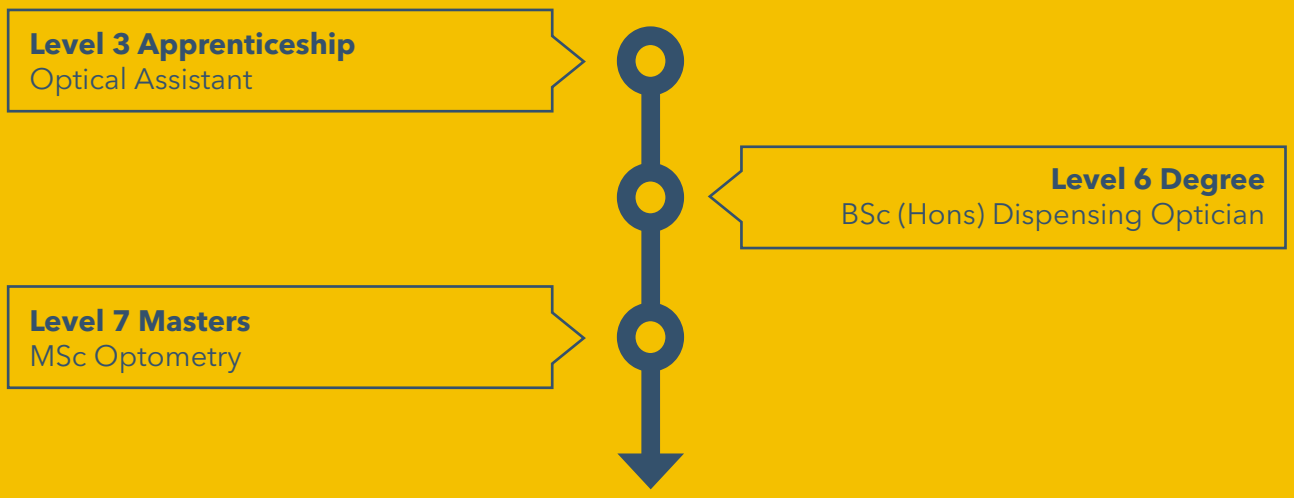
How you'll be assessed?

At the end of your Apprenticeship you'll go through an end-point assessment (EPA) and be graded based on a:

1. Direct observation of practice with questions
2. Report with questioning
3. Professional discussion

Your Apprenticeship career path

Below is an example career path showing how you can earn, learn and study up to Degree level with an Apprenticeship. Training 2000 are part of the University of Central Lancashire which makes it easier than ever to progress on to a Degree Apprenticeship or Degree.



Careers:

As a registered Optometrist, you have the opportunity to start your own business or be self-employed, work in a high street optical practice or hospital setting.

MSc graduates may choose further study to gain higher qualifications in Low Vision, Glaucoma, Paediatrics and Medical Retina.

Interested? Apprenticeships start throughout the year. Apply now!

www.training2000.co.uk
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