



Celebrating 60 years  
**Training 2000**



INFORMATION  
FOR EMPLOYERS

# Optical

## Training and Apprenticeships

Training 2000's Level 3 Optical Assistant Apprenticeship is designed to help you upskill existing employees or recruit new talent into your business.

Over the course of the programme, apprentices will develop the knowledge and practical skills required to work effectively within a professional optical environment. Learners will gain an understanding of key policies, procedures, and regulated activities, including GDPR, NHS requirements, GOC standards, health and safety, and safeguarding.

The apprenticeship also equips learners with the skills needed to identify and meet customer needs, helping them deliver a high standard of service and support within an optical setting.

### Financial support for hiring a young person

Hiring young talent brings fresh ideas and strengthens an employer's workforce, enabling them to develop the skills needed to meet the demands of the future.

#### **£1000**

for employers who hire apprentices aged 16-18

#### **£3000**

for employers who hire 18-24 year olds who have been on Universal Credit for over 6 months (available June 26)

#### **£2000**

for SMEs who hire apprentices aged 16-24 (available from October 2026)

#### **No National Insurance contributions**

on apprentices under 25

\*\* Financial incentives can be combined if the apprentice/employer meets the criteria \*\*



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# Our Optical Apprenticeship

LEVEL 3 APPRENTICESHIP

## Optical Assistant

**Duration:** 15-18 months

**Commitment:** One day per week online.

The apprentice is required to spend at least 6 hours per week completing 'off the job' training. This could include their lessons at Training 2000, online training, industry visits, competitions and shadowing.

**Entry requirements:**

A minimum of two GCSE at grade 4 (grade C) or above in maths and English

**Funding this Apprenticeship:**

**Levy paying employers:** £8,000

**Non-levy - 22+ years old:** £400  
(5% contribution)

**Non-levy - 16-21 years old:** £0  
(100% training costs covered)

**Important information:**

An experienced in-practice mentor is required to be able to support the learner through their Apprenticeship

**Topics covered:**

**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.

**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.

**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.

**Assessment methods:** Direct observation of practice with questions, report with questioning and a professional discussion

**Quality**

Review spectacles for quality, prescription and measurement accuracy.

**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.

We also offer an Optical Assistants short course that will enable members of staff to gain a better understanding of the responsibilities of an Assistant. Find out more at [www.training2000.co.uk](http://www.training2000.co.uk)