



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 **



www.training2000.co.uk | 01254 54659
businessdevelopment@t2000.co.uk

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 - 25+ years old: £400
(5% contribution)

Non-levy - 16-24 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

Levy-paying employers with insufficient levy funds will be required to contribute 25% towards apprenticeship training and assessment costs

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