Optical Practice Support Services (OPSS)

Consultation Framework

**Development & Review of the Qualification and Modern Apprenticeship Framework for Optical Practice Support Staff**

**Introduction**

Skills for Health (SfH) is working closely with Optical industry, the Scottish Qualifications Authority (Accreditation) and Skills Development Scotland (SDS) to ensure availability of a range of qualifications and Apprenticeship Frameworks in Scotland for the Optical sector. We are currently developing the:

* Certificate in Optical Practice Support at SCQF level 7 which is a Competence Based Qualification (CBQ)
* Modern Apprenticeship in Optical Practice Support at SCQF level 7

We now need the views (in confidence) of those working in the sector and those delivering the qualification/training on the structure and content of the qualification and Apprenticeship.

**What we have done so far**

We (the Steering Group and stakeholders) have developed:

* A suite of Units that can form a Competence Based Qualification (CBQ)
* A structure for that qualification comprising mandatory and optional Units
* A Modern Apprenticeship Framework (which will contain the above CBQ) which will provide funded training opportunities for those working as Optical Support staff at this level

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| **What we would like you to do**  We would be very grateful if you could:   1. Provide us with information about you 2. Let us have your feedback on the :  * Content of the Certificate in Optical Practice Support at SCQF level 7\* * Structure of the Certificate in Optical Practice Support at SCQF level 7 * Key components of the Modern Apprenticeship\*\* in Optical Practice Support at SCQF level 7  1. Send your response (in WORD) to [emma.kellacher@optometryscotland.org.uk](mailto:emma.kellacher@optometryscotland.org.uk) **by noon on Tuesday 22 December**   **\***These Units can be found at <https://www.optometryscotland.org.uk/2020/11/30/optical-assistant-modern-apprenticeship-scqf-level-7-qualification-units/>  \*\*The MA document is fairly lengthy so we have summarised the key questions and suggested responses in the provided templates and we are asking you to agree with those suggestions or provide an alternative suggestion or improvement. |

Your feedback will be collated/analysed and used to inform changes in qualification content and structure and MA Framework. The final approved/accredited versions will be available in Q3 of 2021.

**Consultation Framework: Optical Practice Support Staff at SCQF level 7**

**About You**

|  |  |  |
| --- | --- | --- |
| **Name** |  | |
| **Job title/role** |  | |
| **Email** |  | |
| **Telephone** |  | |
| **Organisation name** |  | |
| **Which of the titles shown (right) best describes your organisation** | **Employer** |  |
| **Training provider** |  |
| **Awarding Organisation** |  |
| **College/University** |  |
| **Consultant** |  |
| **Other ( e.g. trade body or individual)** |  |

**Thank you** for participating in this consultation. Your knowledge and experience in this area will be invaluable in ensuring we have a fit for purpose qualification and Framework. This information will be retained by Skills for Health only for the duration of this project (i.e. until March 2021) when it will be deleted.

**Content of the Certificate in Optical Practice Support Staff at SCQF level 7**

In this section we are seeking your help to ensure that the Unit content is technically accurate, complete and fit for purpose. The titles of the Units developed during this project are shown below.

These Units can be found at <https://www.optometryscotland.org.uk/2020/11/30/optical-assistant-modern-apprenticeship-scqf-level-7-qualification-units/>

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| --- | --- |
| **Ref** | **Suggested Unit of the New Certificate** |
| 1 | Assess and measure physical and optical properties and requirements |
| 2 | Conduct routine optical screening procedures |
| 3 | Display and merchandise product in an optical practice |
| 4 | Manage the optical practice |
| 5 | Manage health and safety in the optical practice |
| 6 | Manage customer service |
| 7 | Provide contact lens service |
| 8 | Supervise the work of others in the optical practice |
| 9 | Develop and maintain own skills and practise |

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| **Question** | **Response** |
| What (if anything) is missing from the above list of Units? |  |
| What (if anything) needs to be removed from the above list of Units? |  |
| Are these Units technically accurate, complete and fit for purpose? |  |
| If the answer to the above question is NO then please let us know how the Unit can be improved. |  |
| Additional Comments/Feedback |  |

**Structure of the Certificate in Optical Practice Support Staff at SCQF level 7**

In this section we are asking you to help clarify the structure of the qualification. Below is a table which shows the qualification Units and identifies them as either:

* Mandatory (M) – a Unit carried out by ALL Optical Practice Support staff at this level.
* Optional (O) – a Unit carried out by SOME Optical Practice Support staff at this level depending on (e.g.) where they work and who they work for.

**The full qualification would include all Mandatory Units and 1 from 3 of the Optional Units giving a full qualification of 7 Units.**

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| **Ref** | **Suggested Unit of the New Certificate** | **M** | **O (1/3)** |
| 1 | Assess and measure physical and optical properties and requirements | X |  |
| 2 | Conduct routine optical screening procedures | X |  |
| 3 | Display and merchandise product in an optical practice | X |  |
| 4 | Manage the optical practice | X |  |
| 5 | Manage health and safety in the optical practice | X |  |
| 6 | Manage customer service | X |  |
| 7 | Provide contact lens service |  | X |
| 8 | Supervise the work of others in the optical practice |  | X |
| 9 | Develop and maintain own skills and practise |  | X |

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| --- | --- |
| **Question** | **Response** |
| Do you agree with the above structure? If not then please outline the changes you would make. |  |
| What (if anything) is missing from the above structure? |  |
| Will your organisation use the qualification developed by this project? Please answer Yes, No or Maybe |  |
| Additional Comments/Feedback |  |

**New Modern Apprenticeship for Optical Practice Support Staff at SCQF level 7**

This section looks at the key content areas of the MA Framework. If you agree with our suggested wording then please mark Agree with an X.

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| **Section** | **Detail** | **Suggestion** | **Agree** | | **Comment** | | | | |
| **Mandatory Outcomes** | *The MA must contain a* ***SVQ or a CBQ****. Both are based on the NOS.* | New Certificate in Optical Practice Support at SCQF level 7 |  | |  | | | | |
| **Core Skills** | *Each apprentice must achieve Work Place Core Skills* | All Core Skills (at SCQF level 6) will be embedded in the qualification Units |  | |  | | | | |
| **Mandatory Enhancements** | *Other awards, qualifications or training programmes which are relevant and* ***essential.*** | None |  | |  | | | | |
| **Optional Outcomes** | *Other awards, qualifications or training programmes which are relevant and* ***desirable.*** | None |  | |  | | | | |
| **Work-based Training** | Delivery and assessment method | During the course of their day-to-day work |  | |  | | | | |
| Skills required by training providers delivering the training | As required by Awarding Body and Assessment Strategy |  | |  | | | | |
| Delivery of underpinning knowledge (if no formal off-the job requirement) | Through supervised workplace performance and regular internal meetings |  | |  | | | | |
| **Off-the-job Training** | Details of off-the-job training | Not required |  | |  | | | | |
| **Duration of MA** | *Estimate the* ***length of time*** *it takes to achieve and demonstrate competence at this level.* | It is expected that Apprentices on this framework will typically take 18-24 months to complete |  | |  | | | | |
| **Additional Feedback** | *Please add any* ***comments not accommodated elsewhere*** | |  | | | | | | |
| **Use** | Will your organisation use the MA developed by this project? | | **Yes** |  | | **No** |  | **Maybe** |  |