



Australian Government

Department of Education, Employment and Workplace Relations

HLTOPD403B Dispense optical appliances and services

Release: 1

HLTOPD403B Dispense optical appliances and services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to dispense optical appliances and services

Application of the Unit

Application

Work performed may include fitting optical appliances and undertaking minor corrections to optical appliances

All tasks are conducted in accordance with industry standards, organisation policies and procedures, and infection control guidelines

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Establish a positive relationship with the *client*

- 1.1 Review prescription or customer record and explain procedures to the client
- 1.2 Determine client's needs and expectations
- 1.3 Give client the opportunity to ask questions and discuss concerns
- 1.4 Gain *informed consent* from client where applicable
- 1.5 Identify and meet special needs of client
- 1.6 Maintain *confidentiality of client information*
- 1.7 Build rapport with the client
- 1.8 Communicate clearly with the client throughout the discussion
- 1.9 Provide feedback to the client
- 1.10 Involve the client in the decision making process

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|---|
| 2. Fit optical appliances to client | 2.1 Interpret prescription to determine the product most suited to the client's needs
2.2 Neutralise spectacles and take <i>measurements</i>
2.3 Determine the style and performance requirements of the optical appliance in consultation with the client and in accordance with manufacturer's recommended procedures and industry best practice
2.4 Explain to the client how the optical appliance will meet the client's visual, functional and cosmetic needs
2.5 Take special needs of client into account in the fitting of optical appliances
2.6 Adjust frames to client to optimise visual performance
2.7 Ensure optical appliances meet acceptable hygiene standards
2.8 Instruct client on correct use and care of appliance
2.9 Give the client the opportunity to voice concerns in relation to optical appliance |
| 3. Complete the <i>transaction</i> | 3.1 Complete financial transaction in accordance with <i>relevant policies and procedures</i>
3.2 Complete records in accordance with relevant policies and procedures
3.3 Present and store records in accordance with organisation and legal requirements
3.4 Complete documentation in accordance with organisation requirements and with industry standards |
| 4. Provide follow up service to client | 4.1 Recommend client follow up
4.2 Modify fit as required
4.3 Review client outcomes and compare to client's goals
4.4 Provide information in relation to additional support services are provided to the client |

Required Skills and Knowledge**REQUIRED SKILLS AND KNOWLEDGE**

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Astigmatic lenses including:
 - how to perform calculations related to the application of astigmatic lenses in optical prescriptions
 - nature of astigmatism
 - the difference between cylindrical and astigmatic lenses
 - various forms of astigmatic lenses
- Contact lenses including:
 - acceptable hygiene standards
 - Australian Standards for completed spectacles
 - examples of causes of wearing problems and demonstrate an awareness of appropriate referral protocol and procedures
 - health fund and rebate requirements
 - lens hygiene and the correct procedures for lens maintenance
 - relevant Quality Assurance Standards
 - the correct methods of contact lens handling, insertion and removal
 - the parameters of contact lenses from prescription data supplied and describing how lenses are manufactured
- Commonly occurring problems and potential solutions in a dispensing situation
- How to determine criteria influencing dispensing procedures necessary for aspherics
- Light including:
 - calculation of angles of incidence, refraction, deviation and critical angles
 - contemporary theories of light
 - how light is propagated and explain how commonly observed effects may occur
 - various light-induced phenomena
- Multifocal and progressive lenses including:
 - appropriate formulae when performing calculations related to multifocal and progressive lenses
 - the range of multifocal and progressive lenses available
- Ophthalmic prism including:
 - effects of ophthalmic prism upon the eyes, and the need for

REQUIRED SKILLS AND KNOWLEDGE

ophthalmic prism in prescriptions

- solving by both calculation and graphical methods, a variety of prism problems
- the relationship between lens power, decentration and prism
- the use of a tangent scale to measure ophthalmic prism

continued ...

Essential knowledge (contd):

- Spherical lenses including:
 - concepts of vergence and demonstration of its use in optical calculations
 - how to construct diagrams to illustrate image formation using simple ray-tracing techniques
 - refractive effects of a lens as the sum of its two surface powers
 - refractive properties of spherical lens surfaces
- The effect produced by varying the index, diameter, prismatic specifications, or form of a lens
- The requirements of dispensing spectacles to clients with special or complex needs, including:
 - commonly occurring problems in a dispensing situation and outline possible solutions
 - the appropriate action to be taken according to prescription requirements and the special needs of the client
 - the low vision and how various aids may be used to assist such clients
 - visual screening and define visual occupational health and safety requirements in industry
- Types of ophthalmic lenses and spectacle frames and their performance characteristics
- The concepts and principles behind the design of spectacle lenses including:
 - examples of current lens designs
 - how lens aberrations can be corrected or reduced
 - how to determine and specify appropriate lens design
 - the design and performance of spectacle lenses
 - the function of aspheric lens designs
 - the six main types of aberrations which are encountered in specific lenses
- Understand the criteria influencing dispensing procedures for aspherics
- Understand the rationale for the design of a range of available multifocals
- Visual physiology including:
 - common disorders of the eye
 - structure of the human eye and its physiological functioning
 - the procedures involved in cataract extraction with intra-ocular lens

REQUIRED SKILLS AND KNOWLEDGE

implant and refractive surgery

- the processes and assessment of vision, colour vision and perception

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Accurately analyse the performance of an optical appliance and determine whether this meets specifications
- Anticipate, identify and solve problems encountered when dispensing spectacles including:
 - how to visualise the completed spectacles to anticipate problems with weight, lens thickness, centration or curvature
 - the steps in spectacle hand-over
 - how to identify and remedy wearing problems commonly occurring with the completed spectacles
 - how to determine the specifications and parameters when dispensing multifocal and progressive lenses for a client
- Apply a range of strategies to resolve problems encountered in supplying optical appliances in accordance with industry best practice
- Apply Australian Standards to verification of completed spectacles
- Assist clients select the most appropriate optical appliance, including:
 - how to assess the clients needs and interpret the requirements of a prescription
 - the principles of cosmetics and fashion to spectacle selection
 - the important parameters of lifestyle and image in the selection of spectacles
 - how to select suitable frames for clients
 - how to select a suitable lens and lens treatment for the client
 - the inter-pupillary distance and multifocal fitting heights
 - basic facial fitting and adjustment of spectacle frames and mounts
- Communicate with people from diverse culturally and linguistic backgrounds
- Construct diagrams to illustrate image formation using simple ray-tracing techniques
- Define low vision and describe how various aids may be used to assist low vision clients
- Determine appropriate action according to prescription requirements and needs of clients
- Determine and specify appropriate lens design

continued ...

Essential skills (contd):

- Dispense optical appliances including the ability to:

REQUIRED SKILLS AND KNOWLEDGE

- assess client needs and interpret the requirements of a prescription
- apply the principles of cosmetic and fashion to spectacle selection
- facilitate the selection of suitable frames for clients
- facilitate the selection of suitable lens style and lens treatment for clients
- perform basic facial fitting and adjustment of spectacle frames and mounts
- visualise the completed spectacles to anticipate problems with weight, lens thickness, centration or curvature
- be competent in spectacle handover
- identify and remedy common wearing problems
- determine the specifications and parameters when dispensing progressive lenses
- Evaluate the design and performance of spectacle lenses
- Explain the effect produced by varying the index, diameter, prismatic specifications and form of a lens
- Identify and apply appropriate formulae to calculate the centre and edge thickness of spherical and astigmatic lenses
- Identify and apply appropriate formulae to calculate the centre and edge thickness of spherical and astigmatic lenses
- Identify and apply appropriate formulae when performing calculations related to multifocal and progressive lenses
- Identify the parameters of contact lenses from prescription data
- Instruct client on use of optical appliances
- Maintain optical appliances and undertake simple repairs
- Operate all equipment and attachments correctly and in accordance with manufacturer's instructions, including calibration of equipment
- Take special needs into account including ability to understand visual screening
- Undertake optical calculations and measurements including measurements to determine the inter-pupillary distance and multifocal fitting heights for all lenses
- Undertake the fitting of optical appliances in accordance with industry standards
- Use interpersonal skills to relate to people from a range of social, cultural and religious backgrounds and physical and mental abilities
- Use numeracy skills, which must include the ability to interpret data and record client results
- Use oral communication skills-language competence required to fulfil job role in a safe manner and as specified by the organisation
- Use problem solving skills including an ability to use available resources and determine accuracy of test results
- Use reading and writing skills-literacy competence required to fulfil job roles safely and effectively
- Work with others

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of actual or simulated workplace performance is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible
- In some states/territories participants must have a licence to practice prior to placement in the workplace
- Competency log book where required for licensing

Context of and specific resources for assessment:

- Resources essential for assessment include:
 - Spectacle frames
 - Spectacle lenses
 - Pupillometer
 - Frame adjusting tools
 - BVD gauge or rule
 - PD rule
 - Parallel rule
 - Opticians lens measure

EVIDENCE GUIDE

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Logbook

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit should be undertaken after or in conjunction with:

- HLTOPD401B Work effectively in the ophthalmic industry

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Information may include:

- The prescription
- Referral letter
- Correspondence
- Consent forms
- Current standards
- Information for clients
- Client record

Environment may include:

- Optometric practice
- Retail store
- Optical dispensary
- Optical workshop
- Medical clinic or hospital

Equipment and instruments may include:

- Focimeter (lensmeter)
- Pupillometer
- PD Rule
- Parallel rule
- Frame adjustment tools
- Ultrasonic cleaner
- Low vision aids
- Optical frame heater
- Optician's lens measure
- Lens thickness gauge

RANGE STATEMENT

Clients may include:

- Adults
- Aged persons
- Young people
- Children

Informed consent may include:

- Written
- Verbal
- Implied

Confidentiality of client information may include:

- Legal and ethical requirements
- Secure location for written records
- Telephone conversations
- Offering a private location for discussions
- Information disclosed to an appropriate person consistent with the responsibility of this position
- Adherence to the Privacy Act
- Optometric client records

Measurements include

- Monocular PDs
- Monocular heights
- BVD (frame and trial frame)
- Pantoscopic tilt

Transactions may include

- Manual transactions
- Online transactions
- Third party transactions
- Health insurance transactions

Modification techniques must include:

- Frame alignment and adjustment including:
 - BVD
 - Pantoscopic tilt
 - Dihedral angle (facial wrap)

RANGE STATEMENT

- Relevant policies and procedures may include:*
- Organisation
 - Industry standards (state and national)
 - Privacy Act
 - Relevant state/territory OHS bodies
 - Industry professional bodies
 - Relevant Australian standards

Unit Sector(s)

Not Applicable