

[Unique Reference Number]

Process optical work instructions and provide technical liaison service



Overview

This standard is about confirming the customer's instructions before starting a job, and providing technical guidance to your customers. You may be liaising with external customers directly, or your customers may be colleagues in other parts of your organisation. Suppliers could also be your customers when you are supplying technical information. Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

Confirm and process work instructions

You must be able to:

- P1 confirm the accuracy of the order with the customer
- P2 resolve any inconsistencies or incompleteness of information
- P3 confirm that the order can be fulfilled, suggesting suitable alternatives if it cannot
- P4 confirm the acceptability of recommendations with the customer
- P5 maintain a courteous manner at all times
- P6 complete records accurately, and make sure that they are stored correctly

Deal with technical queries

You must be able to:

- P7 maintain a courteous manner at all times
- P8 consult information sources relevant to the technical query, for information outside your area of expertise
- P9 provide accurate, relevant and current information, within the agreed timescales
- P10 use an appropriate method of communication to answer the query
- P11 adhere to your organisation's procedures for dealing with queries
- P12 maintain the currency of information
- P13 complete records accurately, making sure that they are stored correctly

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Knowledge and understanding

You need to know and understand:

Confirm and process work instructions

- K1 how to recognise the characteristics of ophthalmic appliances and component materials
- K2 the information required for an order
- K3 how to confirm the suitability of alternatives
- K4 the manufacturing parameters, and the range of adjustments that are technically possible
- K5 your level of responsibility and competence
- K6 communication arrangements and methods of communication
- K7 the documentation to be completed, and the recording and storing systems to be used
- K8 the relevant quality standards that apply

Deal with technical queries

You need to know and understand:

- K9 the characteristics of ophthalmic appliances and component materials
- K10 how to confirm the suitability of alternatives
- K11 your level of responsibility and competence
- K12 communication arrangements and methods of communication
- K13 the documentation to be completed, and the recording and storing systems to be used
- K14 the limitations of your organisation's manufacturing capability
- K15 the relevant quality standards that apply

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Additional Information

External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB9 Equipment and devices to meet health and wellbeing needs

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Relevant occupations	Health, Public Services and Care; Healthcare and Related Personal Services
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