

# SFHOPTR10

## Provide a spectacle repair and adjustment service



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### Overview

This standard covers the repair and adjustment of spectacles. It includes identifying with the customer the problem, calculating the cost of the repair or adjustment and arranging for or making the repair or adjustment. Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

#### Organise the repair and adjustment of spectacles

*You must be able to:*

- P1 examine spectacles and confirm them as acceptable for repair or adjustment with details recorded accurately and legibly
- P2 identify spectacles unsuitable for repair or adjustment and return to the customer with an explanation
- P3 advise on requirements and conditions of any guarantee
- P4 estimate cost, provide details of collection arrangements and confirm this with the customer
- P5 confirm arrangements for the repair, adjustment or quotation with the relevant person and/or supplier
- P6 send spectacles to the relevant person/supplier with accurate and complete documentation

#### Carry out adjustments to spectacles

*You must be able to:*

- P7 identify and confirm spectacles to be adjusted
- P8 handle spectacles without damaging them
- P9 refer to or consult with relevant person where you require assistance with the adjustment or if the adjustment is beyond your area of responsibility
- P10 select equipment and tools appropriate for the work being carried out in accordance with manufacturer's and practice/store instructions
- P11 communicate details of the adjustment accurately and clearly to the customer
- P12 carry out the adjustment in a timely manner
- P13 carry out the adjustment safely and hygienically

#### Carry out repairs to spectacles

*You must be able to:*

- P14 identify and confirm the spectacles to be repaired
- P15 handle spectacles with different physical properties without damaging them
- P16 select equipment and tools appropriate for the work to be carried out
- P17 carry out the repair within the agreed timescales
- P18 carry out process safely and hygienically
- P19 clean, check and package the repaired spectacles
- P20 advise the relevant person where specialist assistance is required or the specified repair cannot be made, with clearly stated reasons and alternative options

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- P21 explain to the customer any changes in the repair specification, collection arrangements and cost

### Knowledge and understanding

*You need to know and understand:*

#### Organise the repair and adjustment of spectacles

- K1 how to identify spectacles which can or cannot be repaired or adjusted
- K2 criteria for on-site or off-site repair or adjustment – where the spectacles are to be repaired or adjusted
- K3 when the customer insists that work should be done, the importance of explaining the possible limitations of the work
- K4 the supplier details including their procedures and practice
- K5 how warranty/guarantee/assurance policies work and the importance of explaining this to the customer
- K6 how to prepare written quotes for customer insurance requirements
- K7 who you should report to for advice, support and further information
- K8 practice/store requirements, policies, procedures, instructions

#### Carry out adjustments to spectacles

*You need to know and understand:*

- K9 types and scope of adjustments which can be carried out effectively and their consequences
- K10 handling characteristics of the materials, need for careful handling so as not to create damage
- K11 effects of adjustments on optical performance
- K12 tools and equipment, function and use
- K13 time taken for each adjustment
- K14 practice/store and manufacturer's instructions for adjustments
- K15 procedure in the event of inability to adjust or if damage occurs during adjustment
- K16 safe working practices
- K17 importance of hygiene

#### Carry out repairs to spectacles

*You need to know and understand:*

- K18 types of repair which can be carried out on-site and when to send repairs off-site
- K19 handling characteristics of the spectacles and how to avoid damaging them
- K20 practice/store and manufacturer's instructions for repairs
- K21 time taken for each repair
- K22 cost of each repair
- K23 consequences of different repair procedures/practices

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- K24 procedure in the event of inability to repair or if damage occurs during repair
- K25 implications of the relevant Health and Safety at Work Act and COSHH Regulations
- K26 tools and equipment, function and use
- K27 safe working practices
- K28 importance of hygiene

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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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