

# SFHOPTR9

## Provide a spectacle collection service



### Overview

This standard covers receiving spectacles from the supplier, making any small adjustments to suit the customer's specific needs and completing the sale with the customer. The standard also includes advising the customer on the handling and care of spectacles, accessories and after-sales service. Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

#### Confirm the spectacles conform to the order specification

*You must be able to:*

- P1 confirm that the spectacles received from the supplier match the order
- P2 confirm the spectacles features and characteristics against the order specification
- P3 confirm the prescription and lens setting in the frame against the specification
- P4 record discrepancies and defects, reject the spectacles where appropriate or refer for advice to an appropriate person
- P5 ensure that spectacles are cleaned and prepared ready for collection
- P6 ensure relevant information is accurately recorded and customer advised that the spectacles are ready for collection
- P7 store the spectacles ready for collection

#### Carry out simple adjustments to spectacles

*You must be able to:*

- P8 identify spectacle lens and frame materials accurately
- P9 adjust frames without damaging them
- P10 ensure that where difficulties in carrying out the adjustment occur, or where the adjustment is outside your own area of ability and responsibility, the relevant person is consulted for assistance
- P11 select equipment and tools appropriate for the work and use safely
- P12 ensure that the details of the adjustment are communicated accurately and clearly to the customer as appropriate
- P13 ensure that adjustment is completed and confirmed against the requirements, within the agreed timescales
- P14 keep the customer informed throughout the process
- P15 ensure the process is carried out safely and hygienically

#### Supply the spectacles to the customer

*You must be able to:*

- P16 confirm with the customer that the spectacles are available and explain the fitting procedure
- P17 prepare the single vision and bifocal spectacles and fit to the customer, within the limits of your authority
- P18 confirm the vision and comfort of the spectacles with the customer
- P19 ensure any problems with the spectacles supplied are identified, rectified within the limits of your responsibility or referred to the relevant person for action

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- P20 clean and handle spectacles, and package them
- P21 keep the customer informed throughout the process
- P22 complete the financial transaction using the appropriate method of payment

#### **Advise customer on the care of spectacles, accessories and after-sales service**

*You must be able to:*

- P23 demonstrate to the customer how to store, clean and handle the spectacles
- P24 ensure that instructions for the handling, care, cleaning and wearing of spectacles are understood by the customer
- P25 recommend to the customer accessories appropriate for the spectacles, together with information on how to use them
- P26 respond to requests for information and refer to the relevant person when appropriate
- P27 advise the customer of after-sales service provided and arrangements for further appointments

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### Knowledge and understanding

*You need to know and understand:*

#### Confirm the spectacles conform to the order specification

- K1 methods of verifying spectacles
- K2 selection and use of cleaning materials
- K3 lens and frame materials – handling characteristics
- K4 remedial action: reject, consult relevant person
- K5 relevant person: qualified person, line manager, colleagues
- K6 practice/store requirements: policies, procedures, instructions
- K7 limitations of your authority and responsibilities

#### Carry out simple adjustments to spectacles

*You need to know and understand:*

- K8 scope of adjustments which can be carried out effectively and their consequences
- K9 types of adjustments: to obtain comfort, to obtain optimum performance of spectacles, temporary for clinical reasons (to cope with abrasions/irritations)
- K10 effects of adjustments on optical performance
- K11 types of materials: different types of metals, different types of plastics
- K12 handling characteristics of the materials, need for careful handling so as not to create damage
- K13 difficulties: unknown materials, unable to identify necessary adjustments, adjustment which may alter the optical performance of the spectacles
- K14 procedure in the event of inability to adjust or if damage occurs during adjustment
- K15 tools and equipment, function and use
- K16 safe working practices
- K17 practice/store and manufacturer's instructions for adjustment of spectacles
- K18 relevant person: qualified person, line manager, colleagues
- K19 importance of hygiene

#### Supply the spectacles to the customer

*You need to know and understand:*

- K20 types of spectacles: single vision, bifocal, safety
- K21 evidence that the vision and comfort of the customer are satisfactory
- K22 how to handle different spectacles
- K23 selection and use of cleaning materials
- K24 identification of materials used and adjustment methods
- K25 how the customer may need to adapt to new spectacles
- K26 need to adapt your approach to different customers

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- K27 need to be constructive and sensitive
- K28 methods of payment: cash, credit card, debit card
- K29 relevant person: qualified person, line manager, experienced colleagues
- K30 practice/store requirements: policies, procedures, instructions
- K31 legal requirements to involve a qualified person and limitations of your authority and responsibilities when providing spectacles

#### **Advise customer on the care of spectacles, accessories and after-sales service**

*You need to know and understand:*

- K32 types of spectacles: single vision, bifocal, safety
- K33 types of frame: metal, plastic
- K34 types of lens: glass, plastic, coated, scratch-resistant (plastics only)
- K35 recommended cleaning, handling and storage methods for different spectacles
- K36 spectacle accessories: cases, cleaning materials, cleaning solutions
- K37 after-sales services available
- K38 how to handle different spectacles
- K39 your limitations of authority and responsibility
- K40 relevant person: qualified person, line manager, experienced colleagues
- K41 practice/store requirements: policies, procedures, instructions

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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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