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| **Qualification code** | HLT47825 |
| **Qualification title** | Certificate IV in Optical Dispensing |
| **Modification history** | Release 1. Supersedes and is not equivalent to *HLT47815 Certificate IV in Optical Dispensing*. Changes to packaging rules, total number of units reduced from 14 to 12. Significant changes to core and elective units. |
| **Qualification description** | This qualification reflects the role of optical dispensers who dispense and supply optical appliances as prescribed by optometrists and ophthalmologists in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice. Optical dispensers practise in a range of environments including optical dispensaries, optometric practices and laboratories. They may be self-employed or employed by another optical dispenser, an optometrist, a major optical dispensing organisation or other retailer.  To achieve this qualification, the candidate must have completed at least 100 hours of direct client contact work in an optical dispensing environment as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.  *No occupational licensing or certification requirements apply to this qualification in Australia at the time of publication. This qualification supports industry accreditation as a dispensing optician in New Zealand.* |
| **Foundation skills outcomes** | *The foundation skills outcomes implicit in this qualification are outlined in the below bar chart.* |
| **Entry requirements** | Nil |
| **Packaging Rules** | Total number of units = 12   * 9 core units * 3 electives units, consisting of: * at least 2 units from the electives listed below * remaining 1 unit from the electives listed below or from any currently endorsed Training Package or accredited course.   Elective units must ensure the integrity of the qualification’s Australian Qualification Framework (AQF) alignment and contribute to a valid, industry-supported vocational outcome. |

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| **Core Units** | |
| BSBOPS304 | Deliver and monitor a service to customers |
| CHCCOM005 | Communicate and work in health or community services |
| CHCDIV001 | Work with diverse people |
| HLTOPD006 | Assist with optical appliance selection and maintenance |
| HLTOPD007 | Dispense single vision optical appliances\* |
| HLTOPD008 | Dispense advanced optical appliances\* |
| HLTOPD009 | Dispense atypical and complex prescriptions |
| HLTOPD011 | Process and manage optical appliance orders |
| HLTWHS001 | Participate in workplace health and safety |

\*A mandatory workplace requirement is specified in this unit.

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| **Elective Units** | |
| **Optical** | |
| HLTOPD010 | Edge and fit optical appliances |
| **Work health and safety** | |
| BSBWHS332X | Apply infection prevention and control procedures to own work activities |
| HLTWHS003 | Maintain work health and safety |
| **Business operations** | |
| BSBOPS301 | Maintain business resources |
| BSBOPS305 | Process customer complaints |
| BSBOPS404 | Implement customer service strategies |
| **Personal effectiveness** | |
| BSBPEF402 | Develop personal work priorities |
| **Sales** | |
| SIRWSLS002 | Analyse and achieve sales targets |
| SIRXSLS001 | Sell to the retail customer |
| **Customer engagement** | |
| CHCCCS020 | Respond effectively to behaviours of concern |
| SIRXCEG001 | Engage the customer |
| SIRXCEG008 | Manage disrespectful, aggressive or abusive customers |
| **Inventory and merchandising** | |
| SIRRINV001 | Receive and handle retail stock |
| SIRRMER003 | Coordinate visual merchandising activities |
| **Support** | |
| BSBXTW301 | Work in a team |
| MSMSUP390 | Use structured problem-solving tools |

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| **Qualification mapping information** | *HLT47825 Certificate IV in Optical Dispensing s*upersedes and is not equivalent to *HLT47815 Certificate IV in Optical Dispensing* |
| **Links** | Link to Companion Volume Implementation Guide.  <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705> |