Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners of Country throughout Australia and their continuing connection to both their land and seas.

We also pay our respects to Elders - past and present – and generations of Aboriginal and Torres Strait Islander peoples now and into the future.

Agenda

- About HumanAbility
- Qualification Review – Consultation Summary
- Qualification Updates
  - Changes in qualification
  - New TPOF qualification templates and foundational skills
- Units of competency – updates
- Skill Sets – Updates
- Companion Volumes
  - Implementation Guide
  - Foundation Skills
- Discussion and Q&A

HumanAbility

The Jobs and Skills Council for the care and support economy

HumanAbility is responsible for VET qualifications and workforce planning for the Health, Care and Support Economy.

We develop strategies to equip workers with the training and skills needed to meet the challenges of today and tomorrow.

Consultation process

The *HLT47815 Certificate IV in Optical Dispensing* underwent a comprehensive review to ensure it continues to meet evolving industry requirements and workforce needs.

This review was informed by extensive consultation with industry stakeholders, employers, professional associations, registered training organisations, and subject matter experts.

Consultations were conducted between Monday 4 November 2024 and Friday 10 January 2025 using a mix of workshops, surveys, site visits, email submissions and meetings with subject matter experts (SMEs).

10 consultation workshops : 7 face-to-face and 3 online
 5 site visits
3 technical committee meetings including 1 full day online workshop

Consultation summary

Workshops and site visits were held across Australia

5 site visits

7 in-person workshops

Consultation overview

410 pieces of feedback

14 interviews

8 technical committee members

63 workshop participants

3 online workshops

Workshop participants by state and territory

- New South Wales **50%**
- Queensland **18%**
- South Australia **2%**
- Victoria **16%**
- Western Australia **14%**

Stakeholder Engagement

- Employers **46%**
- Union **0%**
- Peak bodies **10%**
- RTOs **23%**
- Government bodies **10%**
- TAFE **7%**
- Individuals **4%**

Qualification Updates

Qualification updates

Changes	Rationale

The qualification structure and packaging rules have been updated.
 	
• The total number of units required to achieve the qualification reduced from 14 to 12
 	
• Superseded units have been replaced with their current versions in core and elective groups.
 	
• Units have been added and removed from the core and elective
 	
    • Elective units reduced from 5 to 3
 	
    • *HLTINF006 Apply basic principles and practices of infection prevention and control* has been replaced with *BSBWHS332X Apply infection prevention and control procedures to own work activities*
 	
    • *SIRXSLS001 Sell to the retail customer* has been moved from the core to the elective group.
	Based on comprehensive stakeholder feedback and informed recommendations from the Technical Committee, the strategic changes have been implemented to better align the qualification with current industry demands and professional standards in optical dispensing:
	
	• enhanced focus on core optical dispensing skills
	
	• refined elective structure
	
	• broader, more relevant elective options

HLT47825 Certificate IV in Optical Dispensing

Total number of units = 12

- 9 core units

- 3 elective units consisting of:
    - at least 2 units from the electives listed in the elective bank
    - remaining 1 unit from the electives listed in the elective bank 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.

New TPOF qualification templates and foundation skills

- The qualification template has been updated to align with the 2025 *Training Product Organising Framework* template requirements.

- The foundation skills outcomes implicit in this qualification are outlined in the bar chart in qualification.

- Indicates the ACSF foundation skill outcomes a competent learner is expected to have upon completion of the qualification.

Core Units (9)

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.

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

Elective Units (continued)

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

Unit	Changes
HLTOPD001 Provide advice on optical appliances	Superseded and replaced by: • ***HLTOPD006 Assist with optical appliance selection and maintenance*** Unit HLTOPD001 has been purposefully refocused to strengthen foundational skills and knowledge in optical appliances, with a clear emphasis on supporting supervisors in the selection, maintenance, and basic troubleshooting of optical devices. This unit has also been incorporated into the *HLTSS00086 Optical Assistant Skill Set*, explicitly recognising its critical role in preparing entry-level workers and establishing clear, progressive career pathways within the optical sector

Unit	Changes
HLTOPD002 Dispense optical appliances	The unit HLTOPD002 has been split into two separate units to provide clearer progression, improve assessment clarity, and better reflect the complexity and scope of dispensing practices in the optical industry: • **HLTOPD007 Dispense single vision optical appliances.** • **HLTOPD008 Dispense advanced optical appliances.** Unit application updated. Elements and performance criteria reordered and updated. Significant changes in performance evidence requirements including dispensing to children. Significant changes to knowledge evidence. Addition of relevant knowledge evidence on emerging issues like myopia and children's eyewear.
HLTOPD003 Dispense atypical prescriptions	Revised code and title: • **HLTOPD009 Dispense atypical and complex optical prescriptions** The unit has been expanded to cover complex prescriptions as well as myopia and prism corrections. Unit application updated. Elements and performance criteria rephrased for clarity and industry currency. Significant changes in performance evidence requirements and knowledge evidence. Addition of relevant knowledge evidence including myopia.

Unit	Changes
HLTOPD004 Edge and fit ophthalmic appliances	Revised code and title: • **HLTOPD010 Edge and fit optical appliances** Unit title updated to maintain consistency with other units. Performance criteria rephrased for clarity, specificity of tasks and industry currency. Obsolete performance criteria and performance evidence deleted. Element 4, "Use computer technology," has been integrated into other relevant elements to better reflect its practical application across tasks. Consequently, the number of elements in the unit has been reduced from 5 to 3.
HLTOPD005 Process and manage optical appliance orders	Revised code and title: • **HLTOPD011 Process and manage optical appliance orders** Unit application updated. Elements, performance criteria and performance evidence rephrased for clarity and industry currency. Obsolete performance evidence deleted.

Skill Sets Updates

HumanAbility

Skill sets introduced

HLTSS00086 Optical Assistant Skill Set	HLTSS00087 Edging and Fitting Skill Set
• Provides learners with practical, foundational knowledge that supports workplace readiness while also offering a stepping-stone into further formal training, such as the Certificate IV in Optical Dispensing. • This targeted skill set supports the development of a more capable and confident entry-level workforce, better meeting the immediate needs of industry and improving the client service experience across optical settings.	• This skill set focuses on the specialist skills and knowledge required to accurately edge and fit optical lenses and appliances in line with Australian/New Zealand standards. • Designed for qualified optical dispensers, laboratory assistants, and technicians looking to expand or refine their technical expertise, the *HLTSS00087 Edging and Fitting Skill Set* serves as a dedicated upskilling pathway.

Companion Volume Implementation Guides

Companion Volume Implementation Guides

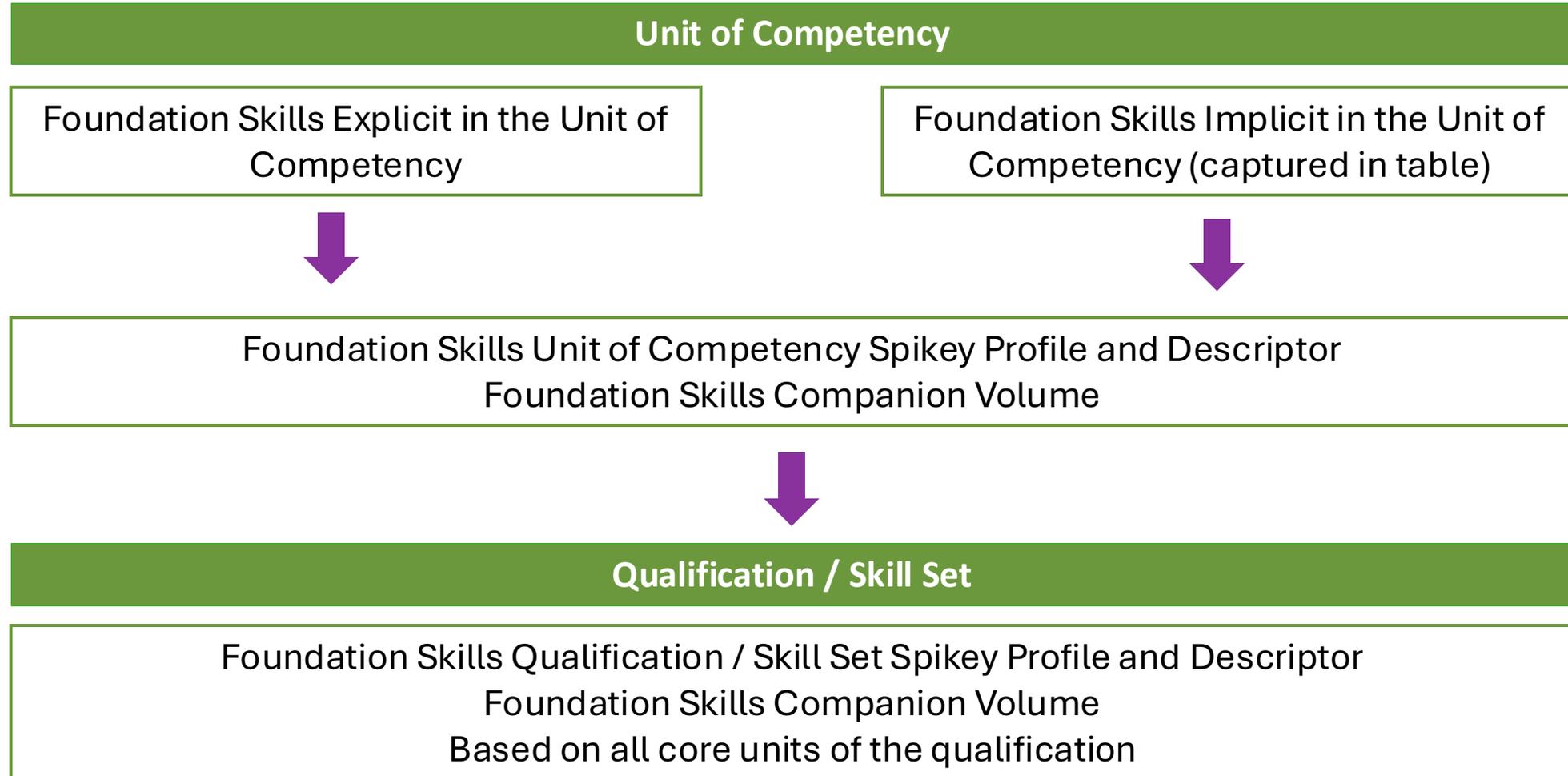| Health Companion Volume Implementation Guide, release 10, V1.0	HLT Health Foundation Skills Companion Volume: Release 1.0
https://training.gov.au/api/files/org/fec7c7a5-b863-4b1d-be4c-c1024a8ebf6d/019b444a-126c-96e1-832d-d45f010734c3.pdf The guide provides essential information to facilitate the effective implementation of the *HLT Health Training Package*, including mapping information and requirements for access and equity, cultural competency, national industry standards, work placement and inclusive practices	https://training.gov.au/api/files/org/fec7c7a5-b863-4b1d-be4c-c1024a8ebf6d/019b4425-b6a8-032b-56b8-445cef8a37d8.pdf The *HLT Health Training Package Foundation Skills Guide* is part of a suite of companion resources developed to support assessors, trainers, Registered Training Organisations (RTOs), and healthcare providers in delivering the *HLT Health Training Package* effectively. This guide is structured into following key sections: • Overview of foundation skills including digital literacy • Core skills profiles for selected qualifications, skill sets and units of competency within the *HLT Health Training Package*

Mapping of foundation skills

Unit of Competency

Foundation Skills Explicit in the Unit of Competency	Foundation Skills Implicit in the Unit of Competency (captured in table)

Foundation Skills Unit of Competency Spikey Profile and Descriptor
Foundation Skills Companion Volume

Qualification / Skill Set

Foundation Skills Qualification / Skill Set Spikey Profile and Descriptor
Foundation Skills Companion Volume
Based on all core units of the qualification

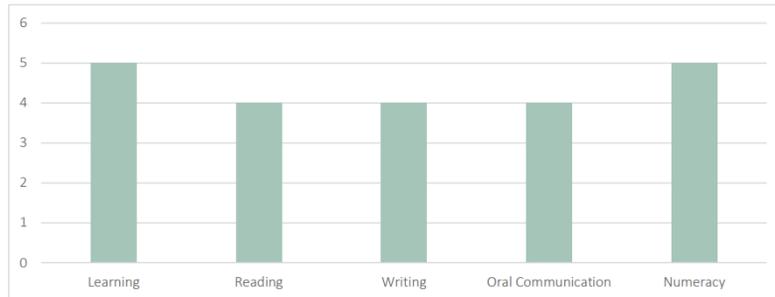# Foundation skills - Qualification

HLT47825 Certificate IV in Optical Dispensing

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.

ACSF core skills profile

The core skills profile shows the ACSF level required to demonstrate the performance outcomes of this

qualification.

Core units of competency

- These are mandatory for all students completing *HLT47825 Certificate IV in Optical Dispensing*.
  - The ACSF levels reflect core language, literacy, numeracy, and learning skills required for each unit.
  - Numeracy levels increase in technical dispensing units due to measurements, calculations, and precision work.

Unit of Competency	Learning	Reading	Writing	Oral Commu-nication	Numeracy
BSBOPS304 Deliver and monitor a service to customers	4	3	3	4	-
CHCCOM005 Communicate and work in health or community services	4	3	3	4	-
CHCDIV001 Work with diverse people	3	3	-	3	-
HLTOPD006 Assist with optical appliance selection and maintenance	3	3	3	3	3
HLTOPD007 Dispense single vision optical appliances	5	4	3	4	4
HLTOPD008 Dispense advanced optical appliances	5	4	3	4	5
HLTOPD009 Dispense atypical and complex prescriptions	5	4	3	4	5
HLTOPD011 Process and manage optical appliance orders	4	4	3	4	4
HLTWHS001 Participate in workplace health and safety	3	2	2	2	2

Unit of competency

HLTOPD009 Dispense atypical and complex prescriptions

This unit describes the skills and knowledge required to evaluate client needs, take measurements and make calculations to facilitate effective dispensing for atypical prescriptions, including for low vision clients, high myopia and complex situations.

This unit applies to optical dispensers who work according to prescriptions provided by optometrists and ophthalmologists.

ACSF core skills profile

Summary of key ACSF skills

Learning skills to follow legal, ethical and organisational procedures; understand features of different types of lenses including those for atypical prescriptions.

Reading skills to interpret organisational procedures; interpret health fund rebate requirements.

Writing skills to complete client records.

Oral Communication skills to interact with clients to identify optical appliance needs; explain benefits of optical appliances; address client concerns; provide advice on appliance maintenance.

Numeracy skills to take and record client measurements; use optical measuring equipment; make adjustments for optimal fit; transpose optical prescriptions; carry out optical calculations for complex optical prescriptions; process financial transactions and rebates.

Summary of digital capability skills using DigComp 2.2

Level: Advanced, Proficiency Level 6

Digital Capability skills to use digital technology for taking complex optical measurements, including digital lensometer and pupillometer; use digital tools and software to manipulate, organise, store and retrieve data information in established workplace systems; select, share information and interact using a variety of digital technologies; follow privacy protection guidelines to protect staff and client details; use workplace digital tools and systems independently and effectively.

Supporting documentation (available on website)

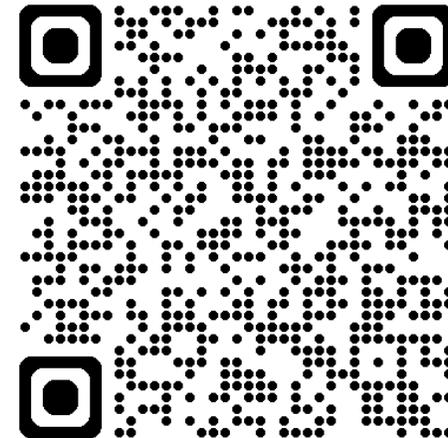Key project submission documentation:

- Training Product Submission Form

- Consultation log

- Anti Discrimination Assessment

https://humanability.com.au/projects/optical-dispensing-qualification-review-.aspx

Additional documents referenced in the Submission Form:

- Technical Committee Terms of Reference

- Consultation Strategy

- Functional Analysis

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