

ROI optometry career path 2018



Introduction

Dear Partners and optometrist colleagues

I am delighted to introduce Specsavers' optometry career path nexus for 2018. We have constructed a framework to enable our optometrists to support the key objective of Transforming Eye Health. Professional development and advancement is our priority and this booklet will help you map out what it takes to achieve the full potential, building higher upon the foundations of our market-leading undergraduate summer school and pre-registration programmes.

Coupled with a tailored performance review this booklet should enable optometrists to develop their role in store in different ways, and can generate a route to a more certain future, at a time of profound change in our profession.

The information here gives you guidance on the elements of the career path nexus, how to access tools to help increase motivation, identify development needs and engage with training support to improve performance.

Specsavers' Strategic Development Plan requires our professional staff to advance their expertise and working practices in line with changes in the business and standards set by the regulator and the NHS. This career path helps you and your team to achieve this.

We deliver a programme of core development through the PAC, MiniPAC, ProFile magazine and a suite of PAI modules (in-store peer discussion). Professional staff must engage with at least two of these delivery modalities on a regular basis in order to keep pace with rapid development taking place in the profession.

Those who wish to focus on a particular aspect of optometry - such as those emerging priorities in your region - will be able to access packages of accredited training to support their development. We have added in some exciting new modules and learning opportunities. Those who wish to take on OCT, stable glaucoma patient monitoring, cataract pre-op and post-op care, a role in supervision, training facilitation or assessment for enhanced optical services will have access to both generic skill development and preparation for the specific course(s) they are supporting.

For those who wish to become a manager and ultimately a Specsavers Partner, our programme leads through a clear, scheduled progression, to ILM and on to Pathway.

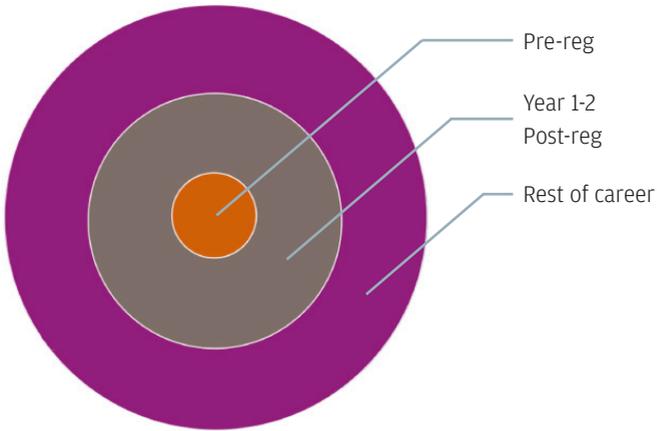
As Partners, you may want some tools to help you motivate your people through this journey. How to create and manage personal action plans for development are now part of the professional landscape and we provide learning materials which complement advancement in the IT performance reporting available to you.

This is an exciting time for optometry and our commitment is to offer the development to keep Specsavers practitioners at the forefront of optometry in the years to come.

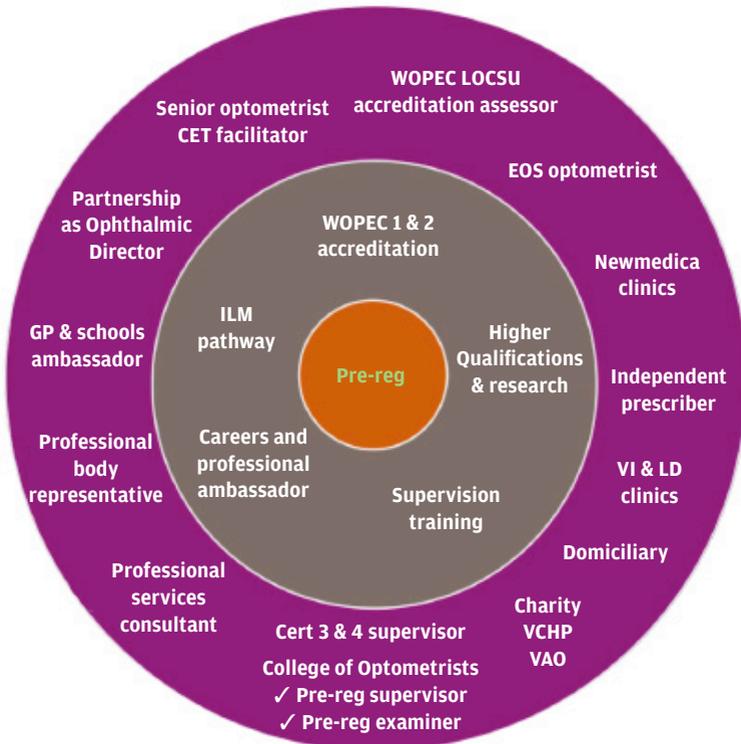
Paul Morris

Director of Professional Advancement

Specsavers optometry career path NEXUS 2018



The possibilities increase as time goes on and the routes that any optometrist can take are numerous



Performance management training and tools for managers and partners

Development for you and your management team to enable you to manage professional staff performance

Managing Your Professional Team's Development

It may seem to be the classic cliché but it's well established reality that good people are a businesses top assets. Being able to develop and manage good performance can motivate and retain the best people and help our business to grow. Our customers' experience is key to success, and developing the team including your professionals is paramount.

There is a wealth of resource at your fingertips through iLearn to equip you to develop your professionals. There are two different styles of development available to you - from online resources to programmes using a variety of media:

Learning Catalogue

This is accessed via the 'Available Training' tab. There are a number of resources to be found in the library, all for you to access as you need them and as relevant to your particular need. They are usually a 'blended programme' which entails a mixture of self-study from any device at any time, and attendance on 'virtual classroom' events and face to face action-based workshops. Time away from your normal place of work is minimal.

The most popular programmes are probably the Certificates in Leadership and Management; accredited by, and commonly known as the 'ILM' (Institute of Leadership and Management). These are detailed below.

Another valuable programme is 'Effective 121s' which is useful for reviews, developing robust relationships with peers, and in leading effective performance conversations with your team confidently and productively.

If you find connecting with others is a barrier to your effectiveness then the Personal Effectiveness programme can support you, and is bookable via iLearn. It covers a range of topics including influencing, emotional intelligence, assertiveness and resilience. All content has been tailored to the Specsavers environment and ways of working, making it readily applicable and easily transferrable.

Learning Library

Refresh your knowledge by re visiting learning material presented in a 'bite size' format, completed online. This includes briefing documents, information sheets; eLearning modules, videos and podcasts.

Managing Your Own Development

Encouraging your professional team to manage their own development is helping them use the tools at their fingertips through iLearn. This development can be about being the best practitioner that they can be or pursuing a career route - perhaps as a future Partner?

There is a wealth of resources available through iLearn. We have put together a blended learning offer specifically with professional development in mind, using a variety of media such as video, podcasts and infographics to provide you with in-the-moment learning.

Core development for optometrists

Below are the core development elements for every Specsavers optometrist in the ROI and key themes for 2018.

OCT training

The next step in our journey to Transform Eye Health is the provision of OCT technology in every store. OCT interpretation will form part of our patient journey and clinical services. As part of the roll out of OCT devices to every store, it is vital that all optometrists complete a dedicated programme of training prior to taking delivery. This CPD professional development training package consists of a suite of online learning modules assessment questions that are hosted on iLearn.

This training is available now and is accessible for all colleagues regardless of the installation date of their device. However, if the CET approved training is undertaken more than three months in advance of the device installation date it is advisable to revisit this learning before going live with any OCT service. An OCT service should only be provided by a clinician who has undertaken this training.

ProFile journal - all optometrists, monthly CET and Specsavers engagement

specsavers-profile.com

ProFile is our in-house magazine for all professional staff and students. Now in its 10th year, it offers news, views and features which aim to engage practitioners with Specsavers' vision and values, educate through clinical case studies and CET articles, and update on new initiatives. The journal has now gone online and is accessible to all on any device at www.specsavers-profile.com (login using your iLearn credentials).

A round-up of contents is sent via a monthly email alert to all those on the ProFile mailing list. Please check that your professional staff receive and read these alerts. To sign up a colleague or to check if an email address is already on the mailing list, go to specsavers-profile.com> My details>Mailing list>Sign-up a colleague.

Under the direction of Dr Nigel Best, the editorial board of the magazine produces a series of CET-accredited articles which meet registration requirements for all practitioner groups in the UK and ROI, including interactive points. Some CET is in the form of an article, and readers are able to download and print them if they prefer hard copy format.

PAC - all optometrists, every year of development (or mini-PAC)

The date of the 2018 PAC conference is Sunday 21 October and it will take place at the ICC in Birmingham. Booking and programme information will open in May 2018 on iLearn, see www.specsavers-profile.com, Connect and iLearn for details.

An exciting programme of lectures, peer discussions, preparation for EOS accreditation and workshops will focus on core development priorities for Specsavers optometrists.

MiniPAC – all optometrists, every year of development (or PAC)

The miniPAC is a series of conferences which, ideally positioned in the first quarter of the year, offers annual plan-focused development for your optometrists, dispensing opticians and contact lens opticians.

Clinical and dispensing decision-making and how to meet new standards of practice are at the heart of the programme, featuring discussion-based sessions from partners, professional development and EOS specialists. Updates on products, technology and customer service essentials.

Dates and locations are:

All 2018 events are for optometrists, contact lens opticians, dispensing opticians and trainees.

4 March, 9am - 5pm.	ICC, Birmingham B1 2EA (includes pre-reg supervision)
6 March, 9am - 5pm.	Jury's Inn, East Midlands Airport, Castle Donnington DE74 2SH
7 March, 9am - 5pm.	Haycock Hotel, Wansford, Peterborough PE8 6JA
14 March, 9am - 5pm.	Millennium Gloucester Hotel, London SW7 4LH
20 March, 9am - 5pm.	Durham County Cricket Club, Chester-le-Street DH3 3QR
21 March, 9am - 5pm and 5.30pm - 9pm.	Celtic Park, Glasgow G40 3RE (includes evening programme)
17 April, 9am - 5pm.	Bolton Whites, De Havilland Way, Bolton, Greater Manchester BL6 6SF (includes pre-reg supervision)
25 April, 9am - 5pm.	Millennium Gloucester Hotel, London SW7 4LH (includes pre-reg supervision)
29 April, 9am - 5pm.	Radisson Blu, Dublin Airport
1 May, 9am - 5pm.	Stormont Hotel, Belfast BT4 3LP
9 May, 9am - 5pm.	Crowne Plaza Plymouth, Armada Way, Plymouth, PL1 2HJ
10 May, 9am - 5pm.	Doubletree, Cadbury House Hotel, Frost Hill, Congresbury nr Bristol BS49 5AD (includes pre-reg supervision)

Bookings (Specsavers employees) - iLearn search miniPAC/Bookings and (non-employees) - <https://specsavers-spectrum.com>

£75 (or Euro equivalent) per delegate will be charged for all MiniPAC 2018 bookings. Staff from the store of an LOC Board member can attend free of charge (max 1 store per board member).

PAI – attendance of peer discussion for Professional Advancement In-store

Every store should already have at least one OLP (optometrist lead professional - see below) who is accredited to lead a peer discussion in store. These modules are ideal for optometrists who are unable to attend miniPAC or PAC events, in order to keep aligned with Specsavers policies and priorities.

Details of current modules and instructions for access are available on iLearn [Available Training/ Professional Development/Lead Practitioner Resources].

Keep an eye on ProFile and Connect for more details.

Specialist development for optometrists

Enhanced Optical Services (EOS)

Recommended time of accreditation: during year 1 post-registration but can be accessed at any stage of career

The majority of EOS schemes require accreditation which falls under three main categories, and every optometrist should aim to complete all three:

1. Glaucoma (part 1 is distance-learning and an MCQ exam)
2. MECS (Minor Eye Conditions) /PEARS (Primary Eye-care Assessment and Referral Service) cover a mix of conditions (part 1 is distance-learning and an MCQ exam, part 2 is a practical exam)
3. Cataract (this is just a distance-learning module with an MCQ exam)

EOS is now an intrinsic part of optometry practice and is a first step in development for newly qualified optometrists. At present accreditation to deliver an enhanced optical service is gained by completing a short course run by the Welsh Postgraduate Training Centre WOPEC. Access to training is given by obtaining an authorisation code from LOCSU (Local Optical Committee Support Unit). Specsavers Professional Training is authorised to issue these codes so the optometrist does not have to contact the LOC. **Follow the process below.**

We are working to ensure that optometrists can achieve this accreditation as early in their career path as possible. At the time of writing, optometrists are able to embark on EOS accreditation and obtain a LOCSU authorisation code during their pre-reg period, but may sit the practical assessments for Level 2 only when they have qualified and are registered with CORU.

Please ensure your optometrists gain full accreditation to deliver glaucoma, cataract and PEARS/MECS in the first year, before they develop any idiosyncratic approaches to examination technique.

Contact eos@specsavers.com in the first instance.

Specsavers fast-track authorisation to book WOPEC courses

If you have optometrists in store who need WOPEC training to prepare for an EOS contract, they will need to apply for a **LOCSU authorisation code** and give us permission to obtain direct confirmation of their accreditation from WOPEC (this saves time and effort in recording their accreditation later). This can be done by filling in a simple online form. LOCSU has given Specsavers permission to issue these codes, so you do not have to apply via your LOC.

The optometrist should enter the following link in their internet browser:

https://secure.jotformpro.com/specsaversilearn/EOS_declaration

You will need to fill in a copy of the form for each course you wish to book.

Fill in the details in the form and press the submit button at the bottom. The optometrist will receive an **email confirmation of submission AND the required LOCSU code**. Please do not lose this code - it is used to gain access to training.

Your email confirmation is not automated and so please allow up to 5 days for it to arrive. When you receive the code you are then ready to book your chosen course on the WOPEC website.

Access to the WOPEC website:

Enter the following URL in your browser: **<http://wopec.co.uk/sign-in>**

In the top toolbar choose either 'Register' or 'Login'. If you are registering for the first time, you will be sent a validation email. Follow the instructions on the email to validate your account. At the registration page, enter the personal details required and if requested, identify your employer as Specsavers.

Enrol on the course. In the green 'Code' box on the WOPEC website homepage enter your unique LOCSU authorisation code.

Also tick the 'I have course material' box.

If you are applying for glaucoma or PEARS/MECS there are two parts to the qualification and you must complete part 1 before you can book a place on part 2. If you have any difficulty finding a place available on part 2, please contact Phil Hall (details below).

For all EOS general enquiries and information email eos@specsavers.com

Advanced Contact Lens Practice

Recommended from year 2, for optometrists who are regular contact lens practitioners

Essential to every optometrist's skill set is a thorough grounding in contact lens products and contact lens fitting and aftercare whether combined with or separate to an eye examination. Beyond the first year of practice optometrists who participate in regular contact lens practice will find it helpful to top-up their core contact lens development with CET-accredited training which develops their expertise to deal with more challenging cases - fitting and managing very young or post-60 patients, dry eye management, those with ongoing health problems such as allergies or diabetes, keratoconics, RGP fitting and aftercare, fitting for leisure, sports or occupational needs etc.

Keep an eye on ProFile for more details.

Specialist series of CET

Recommended from year 2, for all optometrists

CORU Standards of Practice require that all optometrists perform a regular review of their development requirements and complete CPD to fill any knowledge and skills gaps. To help practitioners create a personalised programme for their CPD we publish a number of accredited articles of learning. From diabetic eyecare to contact lenses, we produce bundles of related articles and videos in multiple formats so you can choose either one aspect or a comprehensive overview - whichever suits your learning needs. You can download and print a pdf if that is your preference, or view bite-sized multimedia learning from your mobile devices. To find out more about new releases see ProFile or go to iLearn/Available Training/Learning Catalogue/Professional Development/CET Articles.

Keep an eye on ProFile for more details.

Additional Qualifications

Recommended from year 2 but can be accessed at any stage of career

A plethora of additional qualifications and accreditations are available within the sector through a number of different organisations and institutions. Specsavers will provide information on these courses and provide advice to colleagues on their suitability.

Training support development

In order for Specsavers stores to develop new staff and to give practitioners the opportunity to pass on their knowledge and experience, we have established a programme to enhance training support skills. This programme begins with guidance on the requirements for supervision of optical assistants in regular practice, which is an important task for every registered optometrist.

Supervision of Cert 3&4 students

Recommended 1-year post-registration

These courses are governed by rules and regulations which are important to comply with so that the student can gain a pass in these nationally recognised examinations. Online reading to explain the course content and requirements for supervision of students, the role of the supervisor to assist student understanding and application of the course content to practice, to verify completion of set activities and to invigilate examinations.

Supervision skills – generic and course-specific

To be eligible to undertake the role of pre-reg supervisor, an optometrist must be qualified and registered with CORU for a minimum of 4 years.

It is important to prepare well for the role of supervisor of pre-reg optometrists and/or TDOs. CORU and DIT have stringent requirements for work placements which must be complied with to avoid jeopardising the student's ultimate registration. In addition the student's performance in their professional examinations often depends on good support from their supervisor.

At selected miniPAC events and main PAC are sessions which are designed to prepare supervisors for this important role. There are generic skills development in areas such as coaching and feedback, and there are course-specific sessions as well.

See ProFile and iLearn for MiniPAC programme details.

In 2018, pre-reg supervision sessions are running at four miniPACs: Birmingham 4th March, Bolton 17th April, London 25th April, Bristol 10th May.

Whilst these events are geared towards the UK system of pre-reg supervision the 2nd part of the training may give some interesting insights for the Irish pre-reg supervisor.

The DIT run an annual supervisor training day in December for those supervising in the coming term. And Specsavers are in the process of creating a half day programme for their pre-reg supervisors.

The training is in two parts:

- An introduction to supervision - for those who have not supervised before

This session outlines the College of Optometrists' Scheme for Registration, in-practice assessments, evidencing competence, paperwork, Objective Structured Clinical Examinations (OSCEs) and the supervisor's role in supporting the trainee through the Scheme.

- Success with supervision - for all supervisors

This interactive session looks into further detail on how to make supervision effective and efficient in a busy practice, covering record keeping, testing times, setting expectations, the early weeks, targets and action plans, assessment preparation, coaching and feedback, rules and regulations of supervision.

OLP accreditation (Optometry Lead Professional)

Recommended time of accreditation: during years 2-3 post-registration

Every store should have OLP who is accredited to deliver peer discussion sessions in store. Training for new OLPs is delivered at selected miniPAC events.

If you have any queries please email phil.hall@specsavers.com

The OLP is responsible for ensuring that quarterly modules are delivered to the optometrists in store (some modules are recommended for dispensing opticians and contact lens opticians as well.)

Following a successful pilot with Specsavers Professional Leadership Council, a new on-demand webcast system will deliver an introduction to each PAI and give the OLP a form on which to record session attendees, which Professional Training will then upload to the CORU site on their behalf.

Store OLPs will download materials as they have done in the past from an OLP resources folder on iLearn. It is important for your OLP to read the NEW Guide to Running a PAI in store which tells them how to prepare for and operate the new system.

The Guide is available via iLearn / Available Training / Learning Catalogue / Professional Training / Lead Professional Resources

All OLPs should keep their contact email details updated on iLearn so they can receive news and information direct to their inbox.

WOPEC Assessor Training

Recommended 3 years+ post-registration

In order to meet requirements for accreditation of all Specsavers optometrists for EOS, we are investing in the development of experienced EOS optometrists to help increase capacity of the WOPEC practical assessments. **You can apply to become a WOPEC Assessor by contacting Ross Campbell (ross.campbell@specsavers.com) with a CV.**

For 2018 several assessor induction events are planned to run in tandem with WOPEC accreditations that will be running across the country.

DIT & AOI Assessor & Examiner Posts

Recommended 5 years+ post-registration

A final assessment of trainees is carried out under examination conditions by qualified optometrists, trained and approved by the AOI College to be examiners.

The AOI periodically advertises posts for assessors and examiners; they provide all requisite training and instruction.

Advice and guidance on making applications for these posts is available from Ross Campbell (ross.campbell@specsavers.com).

Representative Group Involvement & Leadership

Various representative groups exist to protect patient and practitioner interests. These groups are within both the AOI and CORU. As well as being an excellent networking opportunity with peers these groups are statutory platforms for the interests of the profession. Most were set up with the vision that they should support clinical work, protect professional interests, protect the public or ensure the sector has as strong a voice as possible in maintaining and improving services.

All practitioners should take an interest in these groups with many deciding, with exposure and interest, to take active roles within their committees and leadership. **Advice and guidance on these groups is available from Paul Carroll (paul.carroll@specsavers.com).**

Senior optometrist development

Development is a career-long activity and with changes in the profession there will be a wealth of opportunity for new avenues of development over the next few years. Developing new training and development options for experienced optometrists, whether or not they take on management responsibilities or follow the career path to partnership, are a priority for Professional Advancement.

ILM Level 2 Certificate in Leadership & Team Skills

The ILM Level 2 is ideal for those either starting into management or considering a management or partnership role. The programme explores the fundamentals of management and is made up of nine modules including two virtual classrooms and two action based workshops. Each of the modules has online development, an in-store workplace assignment to develop skills and offer the opportunity for your optometrist to take on some of the people challenges that will enable them to be a truly rounded professional. Attendance on Level 2 is usually recommended for professionals before attending level 3, as it will introduce the fundamentals of management and leadership that they may not have had the opportunity to develop thus far. The modules are:

Developing yourself as a team leader - Self-development is an important factor in management. This module will help to understand the skills needed to be an effective team leader and offer tools and techniques that can improve abilities. The principles apply whether you are liaising with colleagues who do not report directly to you but impact on your work, through responsibility for pre-regs and summer students, to the management of a team of optometrists.

Developing the work team - Effective team working is key to becoming a great manager and leader. This module will help you understand how a team works together and what their individual needs are. It will enable the optometrist to build a resilient and productive team.

Planning and monitoring work - This module will help develop an understanding of effective planning and monitoring of work as required.

Objective setting - Setting and monitoring team objectives forms a fundamental part of being a team leader and is intrinsically linked to driving performance.

Improving performance of the team - Getting the best from the team through regular reviews and a focus on performance by providing feedback and direction to your team.

Workplace communication - This module will give an understanding of a variety of communication methods required within the team leader role.

Meeting customer needs - As a manager and leader within Specsavers you play a pivotal role in ensuring that customers receive the best possible care and your team performs to the customer service standards laid out by the business.

Understanding change - In a fast paced, retail business of any kind, change should become part of the furniture and fittings. Specsavers has always been able to move with the times and as managers and leaders, you need to be able to go on the journey and take your team with you.

Business improvement techniques - As a team leader, continuous improvement should be a key consideration. This module will give you tools and techniques to support making improvements within the business.

ILM Level 3 Certificate in Leadership & Management

ILM Level 3 builds on the knowledge gained from Level 2 and is designed to develop experienced managers and support those wishing to attend Pathway as part of their future development. Successful completion of ILM Level 3 is a pre-requisite to applying for Pathway. The content of this certificate covers a range of topics which will support the everyday operation of the store.

Each of the modules has online development, and an in-store workplace assignment to develop skills and offer the opportunity for your optometrist to take on some of the people challenges that will enable them to be a truly rounded professional, contributing to the whole store and giving the best professional service to the customer.

The modules are:

Understanding leadership - This module will clarify the role of a leader and give direction in how you can develop your own leadership style and approach whilst maintaining the day to day challenges that management provides.

Solving problems and making decisions - This module will support you to identify issues, establish the root cause, solve problems and make decisions which are then implemented to improve performance.

Planning change - This module will give you the knowledge to be able to plan change in a business. It considers change more strategically and provides you with tools to being the process of planning change.

Performance management - This module will develop your knowledge and understanding to be able to manage performance at all levels in the workplace. Practical tools will give you the knowledge, skills and confidence to drive business and personal success.

Workplace coaching - The role of a manager is increasingly focused on coaching to drive performance. This module will enable you to understand good practice in workplace coaching.

Discipline in the workplace - This module will develop your knowledge and understanding of discipline in the workplace. This covers the Specsavers policies and procedures and develops the information available to all on Connect.

Conflict management - Managing conflict is part of the work of a manager. This module will help you to identify ways of managing conflict but also understand creating harmony within teams.

Negotiating & networking - This module will develop your knowledge and understanding of negotiation and networking in the workplace.

For further details see iLearn under Available Training.

What are my next steps?

The optometry career path is refreshed each year to ensure our programme of development secures Specsavers' position as employer of choice for optometrists and enhances our professional reputation with customers.

Salary and package guidance is beyond the scope of this document. Please contact Specsavers Recruitment Services for this information.

Participation in the training described in this pack is logged on the individual's iLearn training record so it can be used as part of a regular meeting with the optometrist's line manager for planning training and career development and performance management.

Feedback on all elements of the career path and suggestions for new initiatives are welcome.

Contacts:

Further information on professional training and development events and courses. To set up an iLearn account or check passwords:

people.development@specsavers.com / 00 44 1489 862 246

EOS enquiries: LOCSU codes: **jake.hazlewood@specsavers.com / 00 44 1481 232 324**

Other EOS and Excel queries contact: **eos@specsavers.com**

Pre-reg optometrist supervision enquiries: **nicky.rippon@specsavers.com / 00 44 1695 554 200**

TDO and Cert 4 supervision queries: **tony.douglass@specsavers.com / 00 44 1695 554 209**

Contact SRS for all your recruitment needs:

Specsavers Recruitment Services **uk.recruitment@specsavers.com / 00 44 1566 771 888**

Fax **00 44 1566 771 897** / Web **jobs.specsavers.co.uk**

