



Optometrists & Opticians Board

SUPERVISORY FRAMEWORK

For Provisionally Registered Opticians

(Dispensing)

(Revised September 2020)

CONTENTS

	Page
A. General Information	
1. Introduction	3
2. Overview of Provisional Registration	3
3. Conditions for Provisional Registration	4
4. Supervisor's Eligibility	4
5. Supervisor's Roles and Responsibilities	5
6. Exception for Supervisee Working in Ophthalmology Clinic	6
7. Exception for Supervisee Owning the Optical Practice	6
8. Supervisor's Reports	6
9. Update on Change of Workplace and/ or Supervisor	7
B. Supervisory Framework Requirements	
1. Case Categories	9
2. Case Records	9
C. Submission of Logbook	
1. Preparation of Submission	10
2. Assessment of Logbook	11
3. Fraudulent Cases and Professional Misconduct	11
D. Frequently-asked Questions (FAQs)	12

A. GENERAL INFORMATION

1. Introduction

The Optometrists & Opticians Act (the “**Act**”) was passed in Parliament in July 2007 to regulate the practice of Optometry and Opticianry in Singapore. All optometrists and opticians providing eye care services will need to be registered with the Optometrists & Opticians Board (the “**Board**”) to continue practising or to start working as an optometrist or optician from 1 January 2008.

In 2009, the Board implemented the Supervisory Framework (the “**framework**”) for provisionally registered optometrists and opticians (“**P-reg**”) who are newly graduated students with the objective to assist them to apply and build on competencies gained during the course of professional education and training.

Under the framework, P-reg are required to work in supervised practice and fulfil the prevailing requirements during the provisional registration period to be eligible for full registration and able to practise competently, safely and independently.

Provisional registration would be granted for up to 2 years in a term and may, at the discretion of the Board, be renewed for another term not exceeding 2 years. If provisional optometrists or opticians could not fulfil the framework requirements during the 2 terms (i.e. up to 4 years) of registration granted, the Board will not grant any further registration.

2. Overview of Provisional Registration

2.1 First term of provisional registration (2 years)

During first term of registration, the P-reg may -

- Submit first logbook for assessment as early as after 12 months of full-time practice. Please see below for suggested timeline for reference.
- Submit more than one logbook for assessment during registration period if the first logbook did not meet passing criteria.
- Plan ahead and aim to submit the first logbook at 1.5-year mark to receive the assessment outcome before the expiry of registration.
- Submit application for another term of registration 1 month before expiry of current registration if needed more time to collect cases (no short-term extension of registration) or assessment outcome is not ready.

Suggested timeline



2.2 Second and final term of registration (2 years)

During second term of registration, the p-reg may

- Submit logbook anytime during registration for assessment.
- Submit logbook earlier for assessment to maximise registration granted.
- Submit more than one logbook for assessment during registration if the first logbook did not meet passing criteria.
- No longer be granted further registration if he/she is not able to meet the framework requirements by the end of second (final) term of registration.

- e. Wait for the next course of action on release of logbook outcome if registration were to expire soon or had already expired; should not submit any application for registration in the meantime.

2.3 National Service (NS)/ Further Studies

- a. At the point of application for registration, P-reg who has plans for further studies or are informed of enlistment date for National Service (NS) shall inform the Board by furnishing a declaration form with the details.
- b. P-reg who are serving NS or on full-time studies are not allowed to collect cases and submit logbook during the declared period.
- c. For P-reg doing part-time studies who could fulfil the stipulated working hours are allowed to collect cases and submit logbook for assessment during the declared period.

3. Conditions for Provisional Registration.

All provisionally registered opticians (also known as, “**supervisees**”) are subject to the prevailing conditions for registration and the framework:

- a. Practise only at **approved workplace(s)**¹;
- b. Practise under direct supervision of an **approved supervisor** from **same workplace**²;
- c. Complete **24 months** of supervised opticianry practice under **full-time**³ employment, but experience acquired during part-time employment would not be recognised or taken as prorated;
- d. Collect cases as required in the framework and compile the cases records into a logbook to be submitted to the Board for assessment during the provisional registration period. Any logbook submitted after the expiry of registration will not be accepted;
- e. Supervisee must cease practice immediately if there is any change in workplace and supervisor’s appointment;
- f. Adhere to the Board’s Code of Professional Conduct and Professional Practice Guidelines for Optometrists & Opticians (“**PPG**”); and
- g. Attend relevant CPE activities when required by the Board.

Note: Please be reminded that the Board has the power to review or cancel any registration if it is satisfied that the supervisee has failed to comply with any conditions to which his/her registration is subjected to.

4. Supervisor’s Eligibility

4.1 Eligibility

During the period of provisional registration, all supervisees are required to appoint a supervisor to oversee their practice. Appointed supervisor must meet the following requirements:

- a. Be a fully registered optometrist, optician (contact lens practice), optician (refraction and dispensing) or optician (dispensing);
- b. Possess a minimum of 3 years full-time optometric or opticianry working experience;
- c. Under full-time employment and works at the same workplace as the supervisee (i.e. same company and practising outlet);

¹ Approved workplace(s): supervisee shall practise under the employment of the approved company at ONE practice location. It is not allowed to concurrently practise at several locations, even if they are under the same parent company, without obtaining the Board’s approval. Appointment of additional workplace may be allowed for certain cases upon request on a personal-to-holder basis at the discretion of the Board.

² Same workplace: same company and practising outlet; different companies under the same proprietor is not considered.

³ Full-time employment: on average, **35 working hours and more** per week.

- d. Must not have any direct personal relationship with the supervisee either by spousal or first-degree relatives⁴; and
- e. Attend the supervisory framework briefing prior or during the period of undertaking.

The appointed supervisor is allowed to have more than 1 workplace, but the principal workplace must be the same as supervisee. At any time, the supervisor can only accept **up to a maximum of 3 supervisees**⁵ in total.

4.2 Additional Mentor

In the event if the appointed supervisor could not provide adequate guidance in practice, especially on managing of cases and case recordings, supervisee may submit a request in writing to the Board seeking for approval to appoint an additional mentor from other practice. Such request will be reviewed on a case-by-case basis.

Below is a table showing the different types of supervisory role:

	Primary Supervisor	Additional Supervisor	Secondary Supervisor	Additional Mentor
Must be working in the same workplace as supervisee	Yes	Yes	No	No
Basis for Appointment	By default; every P-reg must have a primary supervisor except in certain exception situations where there is no primary supervisor and a secondary supervisor can be appointed in lieu.	Only if there is any approved additional workplace(s) by the Board. Every additional workplace must provide an additional supervisor.	Only for certain exception situations where there is no primary supervisor.	Optional; if would like to get additional guidance in managing of cases and case recordings.
Need to sign off supervisor's reports and case records	Yes	Yes	Yes	No

5. Supervisor's Roles and Responsibilities

5.1 Responsibility

The appointed supervisor is responsible of the following:

- a. Providing adequate supervision and guidance to the supervisee during the period of his/ her provisional registration;
- b. Assisting in co-managing the supervisee's patients professionally as his/ her own;
- c. Vetting and signing-off supervisee's cases gathered under the framework;
- d. Ensuring that supervisee's conduct and practice is befitting of the profession and adhering to the Board's PPG;

⁴ First-degree relatives refer to parents, full siblings and children. With effect for new registration from 1 October 2020 onwards.

⁵ Inclusive of supervision of any optometrist and optician on temporary, conditional and provisional registration.

- e. Conducting a progress assessment with supervisee on his/her performance once every 3 months using Board's supervisor's report template.

5.2 Continuing Professional Education (CPE)

Appointed supervisor can claim points under Board's Continuing Professional Education (CPE) framework when his/her supervisee has successfully obtained full registration. Please refer to the details stated in the *Guide to CPE for Optometrists and Opticians* for submission of claim. A copy of the guide is available for download on the Board's website (<https://www.oob.gov.sg>).

6. Exception for Supervisee Working in Ophthalmology Clinic

- a. For supervisee who is the only optician working in an ophthalmology clinic, the ophthalmologist shall be the primary supervisor responsible to ensure that supervisee's daily practice is safe and within scope of practice. However, he/she need not sign off any case records and supervisor's reports.
- b. Separately, supervisee shall appoint an eligible practitioner outside the clinic as secondary (off-site) supervisor to provide guidance on opticianry practice, conduct progress assessment and sign-off cases. The secondary supervisor shall visit the supervisee at his/her workplace at own arrangements and to conduct progress assessment on a monthly basis using the supervisor's report template.

7. Exception for Supervisee Owning the Optical Practice

- a. For supervisee who declares as an owner of the optical practice he/ she is in, there must be one hired practitioner at the optical practice who is eligible as primary supervisor responsible to ensure that supervisee's daily practice is safe and within scope of practice. However, he/she need not sign off any case records and supervisor's reports.
- b. Separately, supervisee shall appoint an eligible practitioner outside the optical practice as secondary (off-site) supervisor to provide guidance on practice, conduct progress assessment and sign-off cases. The secondary supervisor shall visit the supervisee at his/her workplace at own arrangements and to conduct progress assessment on a monthly basis using the supervisor's report template.

8. Supervisor's Reports

8.1 For Primary Supervisor (On-site)

Supervisee shall undergo regular progress assessment with the appointed supervisor at the end of every 3 months based on the date of appointment to the Board for assessment using the supervisor's report template provided to be submitted accordingly.

8.2 For Secondary Supervisor (Off-site)

Secondary supervisor is appointed to provide guidance on opticianry practice, conduct progress assessment and sign-off cases for the supervisee. The secondary supervisor shall visit the supervisee at his/her workplace at own arrangements and to conduct progress assessment on a monthly basis using the supervisor's report template and submit to the Board accordingly as per the requirements stated for primary supervisor above.

8.3 Submission of Supervisor’s Reports

- a. For supervisor appointed by supervisees registered at any time **before 1 October 2020**, as per stated on registration certificate, the supervisor’s reports shall be collated and submitted with the logbook and/ or the next application for registration by the supervisee (whichever applicable).
- b. It is still required to continue with the regular progress assessment after submission of logbook to ensure supervision of practice by supervisee. These reports are required to be included in subsequent application for full registration or in repeat logbook submission.
- c. As for supervisor appointed by supervisees registered **from 1 October 2020 onwards**, as per stated on registration certificate, each supervisor’s report shall be submitted to the Board by the supervisor *via email* at OOB@spb.gov.sg at the end of 3 months and within 2 weeks from the last date of the supervision period until such time that the supervisory appointment is terminated or supervisee obtained full registration. The subject of the email and the name of the file shall follow the format below,

*Subject: Supervisor’s Report for **name of supervisee** (time period in dd/mm/yyyy) – **name of supervisor***

*For example, Supervisor’s Report for **John Smith** (01/09/2020 to 30/11/2020) – **Jane Doe***

9. Update on Change of Workplace and/ or Supervisor

9.1 Approval for Change in information

- a. Registration is granted in relation to the workplace and appointed supervisor. Supervisee is required to update and seek approval from the Board **2 weeks in advance** of any change in either of the following information:

Change in information	Forms to complete and submit
a. Change of workplace/ outlet and supervisor	Form P2
b. Change of supervisors only	Form P3

- b. Supervisee is required to complete and email the appropriate forms for the above change(s) to the Board at OOB@spb.gov.sg for review and approval. The forms are available on the Board’s website for download (<https://www.healthprofessionals.gov.sg/oob/forms-downloads>).
- c. Supervisee is not allowed to start practising at new workplace and/ or under the new supervisor until the appointment has been approved by the Board. Cases acquired outside the approved period of supervision would also not be accepted as part of the logbook for assessment.

9.2 Away from Practice (1 month and longer)

- a. In the event if supervisee or supervisor needs to be away from practice for 1 month and longer, he/she is required to update the Board with supporting documents at least two weeks before the absence for record. Information should include duration and reason for absence (e.g. sabbatical leave, maternity leave etc). He/ she should also update the Board upon returning to practice.

SUPERVISORY FRAMEWORK - For Provisionally Registered Opticians (Dispensing)

- b. If the supervisee is away, the supervisory appointment will be suspended during the period of absence. Correspondingly, no supervisor's report for the period is to be submitted. It can be resumed upon the supervisee returning back to practice so long there is no change in the employment or supervisor.
- c. If the supervisor is away, his/her supervisory appointment will be terminated. Hence, the supervisee would not be allowed to practice and is required to appoint a covering supervisor (Form P3) to continue practice. The supervisee may re-appoint the previous supervisor (Form P3) upon his/her returning to practice.

B. SUPERVISORY FRAMEWORK REQUIREMENTS

1. Case Categories

- a. Supervisee must compile a logbook comprising of 40 genuine cases that are seen personally by the supervisee during the registration period. Of which, the cases must be from the stipulated case categories as described in **Table 1** below:

Table1

Dispensing case categories	No of cases
Multifocal/ Bifocal	18 cases
Anisometropia (Difference in power must be $\geq \pm 2.00D$ between both eyes)	5 cases
One Seeing Eye Patient (VA $\leq 6/60$ in at least one eye, with dispensing considerations for eye protection)	2 cases
Single Vision (15 cases) a) Prescription with +/- 5D and above b) Astigmatism above 2.50D c) Prescription below +/- 5D	at least 5 cases at least 5 cases optional
Total	40 cases

- b. Each case must be based on a different patient. Cases identified should demonstrate supervisee’s ability to apply knowledge and competency in practice
- c. Among the 40 cases, it must also include dispensing of at least 5 cases with re-threading metal supras, 5 cases with shortening metal sides and 5 cases with springing lenses into plastic frames
- d. Cases seen are required to be recorded using the case record template (available for download on the Board’s website), and be submitted to the Board for assessment before the registration expires.

2. Case Records

Professional Requirements

- a. Based on PPG, optician (dispensing) shall not perform refraction and the allowable scope includes the following:
 1. Interpretation of prescription;
 2. Verification of current optical appliances;
 3. Measurement of visual acuity; and
 4. Dispensing of optical appliances.

Record Requirements

- b. All the following information must be included and documented clearly in each case record:

Dispensing Record

1. Spectacle order details;
 2. Spectacle verification details; and
 3. Spectacle dispensing details.
- c. If correction of any recording is required, please cancel, write down the correct recording and counter-sign at the side. It is not allowed to use correction tape/ fluid (white-out).

C. SUBMISSION OF LOGBOOK

Supervisee is encouraged to submit logbook early for assessment and can arrange for submission as early as 12 months from the registration date until the expiry of registration. However, it is advised to submit logbook **at least 150 days** before the expiry of provisional registration to allow sufficient time for the Board to process and assessment. The Board does not accept logbook submission after the expiry of registration.

1. Preparation of Submission

- a. The general format of a logbook is as follows,
 1. **Cover page** - details of supervisee and the supervisor who is responsible to sign off the cases;
 2. **Case Record Summary Log** – all case records are to be arranged in corresponding order;
 3. **Case Records** – all must be hand written, and any additional notes and documents are to be labelled clearly;
 4. **Supervisor’s Reports (if applicable)** – for supervisees registered before the date of 1 October 2020.
- b. Please scan the logbook and convert into a pdf document (“**digital logbook**”) to be submitted by email at OOB@spb.gov.sg for assessment. The digital logbook shall be kept within the size limit of 30MB to be sent in one email.
 - ❖ There are some tips to keep the digital logbook within the size limit:
 - Scan in black/white instead of colour, while photo-records and diagnostic print-outs that use colour-coding are to be separated and scan in colour;
 - Reduce the resolution of the file slightly while still ensuring the details are legible.
- c. However, if the digital logbook could not be within the size limit despite following the tips above, it may be divided into smaller files to be sent over a few emails. To facilitate the receiving and processing by the Board, the subject of the email and the file name should follow as such,

*Subject of Email/ file name: Logbook Submission by **name of supervisee** – Part X of X (only if applicable)*

*For example, Logbook Submission by **John Smith** – Part 1 of 2*
- d. Supervisee will be notified on the successful receipt of logbook by the Board by email and to acknowledge on the conditions for submission.
- e. Please do not store the digital logbook on cloud storage websites (e.g. dropbox and google drive) and provide a web link for retrieval. The Board would not be able to access the link due to internet separation across whole-of-government agencies.
- f. If the supervisee does not have access to scanner and computer, there are mobile apps that offer similar scanning functions.
- g. The Board reserves the right to reject any logbook/ case submission that is not in the required format. Examples include but not limited to the following:
 1. Type-written case records;
 2. Incomplete logbook (missing case records and/ or supervisor’s reports).

2. Assessment of Logbook

- a. The assessment of logbook may take up to 90 working days (i.e. 5 months) from the date of submission or receipt. Supervisee will be informed of the outcome of logbook assessment via email.
- b. All the cases will be assessed based on the conditions and submitted evidence on supervisee's competency in opticianry practice, sound decision making and compliance on the required practice standards listed in PPG.
- c. Supervisee will need to **re-submit the cases** if cases were deemed as falling short of meeting the requirements after assessment.
- d. All the cases submitted must be supportable with original patient records. Cases will be rejected if supervisee could not provide original patient records when requested by the Board's Credentials Committee during any part of the assessment process.
- e. Upon receiving notification on successful outcome, supervisee would be eligible and can apply for full registration (subject to prevailing fees) once he/she fulfilled 2 years of full-time practice.
- f. Cases that were not used in any previous logbook submission(s) may be used for subsequent re-submission as long as supervisee remained in the same workplace and the cases are acquired during the valid registration and supervision period.

3. Fraudulent Cases and Professional Misconduct

- a. The Board reserved the rights to audit supervisee's place of practice and verify records of the submitted cases throughout the provisional registration period.
- b. Cases submitted for assessment must be **genuine** as it is in support for application for full registration. Should there be any confirmation of fabrication of information in the cases, the logbook would no longer be accepted and supervisee would be surfaced for investigation for offence under Section 27(a) of the Optometrists and Opticians Act for attempt to procure registration with fraudulent representation.
- c. Once supervisee is referred for investigation, status of current registration and/ or eligibility for further registration will be reviewed by the Board. Supervisee would also not be eligible for full registration of he/she is under investigation.
- d. Supervisee shall practise at approved workplace and under the supervision of approved supervisor during registration period. Failure to meet the requirement may constitute as professional misconduct and supervisee shall face disciplinary proceedings by the Board.

D. FREQUENTLY ASKED QUESTIONS

Case Records and Requirements

1. **Can I include a patient who came in with a doctor's prescription as my case write-up?**

Yes. You must be able to interpret prescription from doctor/optometrist/optician (contact lens practice)/optician (refraction and dispensing).

2. **I am due for submitting my logbook, but I have difficulties collecting cases from a particular case category. What can I do?**

You must submit a complete logbook as required. The Board will not accept and assess incomplete logbook submission. In the event that there are cases from a category you could not fulfil, you are required to write to the Board to state your reasons for not able to fulfil the requirement. The Board will review on a case-by-case basis and advise accordingly.

3. **What if my practice place does not have system/hardcopy records for comprehensive recording?**

You may keep a supplementary patient record on your own in addition to the existing record keeping system in store. The supplementary patient record must be readily available in the event if the Board requests for audit. However, copy of log cases is not considered as an acceptable form of patient records.

Registration and Supervisor's report

4. **Currently, I have completed 12 months of full-time supervised opticianry practice and submitted logbook for assessment. Can I convert to part-time employment during the remaining registration?**

Yes. If you pass the assessment, you must fulfil another 12 months of full-time practice to be eligible for full registration.

However, if you fail the assessment, you may use the cases seen during the 12 months' practice for re-submission but you are not allowed to submit any cases seen during your part-time employment.

5. **I am in my first term of provisional registration and my registration is expiring soon. What should I do if I have not received the outcome of my logbook assessment /did not submit logbook?**

Should you wish to continue your registration with the Board, you are required to submit a new application for registration at least 30 days before your registration expiry. Please note that application of PC renewal is only applicable and available to fully registered practitioners.

If you have submitted logbook and the outcome of the assessment could not be obtained 2 weeks prior to your registration, you would be granted 2nd (final) term of provisional registration.

6. **The outcome of my logbook assessment was not ready by the expiry of the first term of my provisional registration and I was granted second term. I was notified of the successful outcome shortly after. Would I be able to convert my registration type to full registration?**

No, there is no auto-conversion of the registration type. You would be required to submit an application to apply for full registration and be subject to the prevailing fees.

Alternatively, you may choose to defer your application for full registration until the expiry of your second term of provisional registration. However, please be reminded that even though you are eligible for full registration but as you are holding provisional registration, you are still subject to the prevailing conditions and supervision in your practice.

7. I have submitted my logbook and my provisional registration is about to expire soon. May I choose to defer the application of my registration until I receive the outcome of my logbook assessment?

Yes, you may defer application. However, please note that you would not be allowed to practise optometry/opticianry once your registration expired until the point you obtained a new term of registration.

8. What would happen if I could not submit logbook or fulfil the framework requirements within 2 terms (i.e. 4 years) of provisional registration granted and my registration has expired?

Based on the Regulations of the Act, the maximum terms of registration allowable is 2 terms (i.e. 4 years), you would not be eligible for any further registration and no longer be allowed to practise optometry/opticianry.

9. Do I need to submit two sets of supervisor's reports if I have two supervisors?

No, only one supervisor who is appointed to sign off supervisor's report to check on case requirements and recordings before submission. Nevertheless, the two supervisors may cross-check with each other on your performance.

10. In the light of COVID-19 pandemic situation, my practice is seeing fewer patients, hence resulting in the difficulty to acquire the required types of cases for logbook submission within registration period. Would I be able to seek an extension in the deadline of submission of logbook as well as registration?

If you are not able to collect enough cases in your logbook for submission within the current registration (first term) due to COVID-19, you may apply for another term (final) of registration to continue with your practice and collection of logged cases for submission.

- The End -