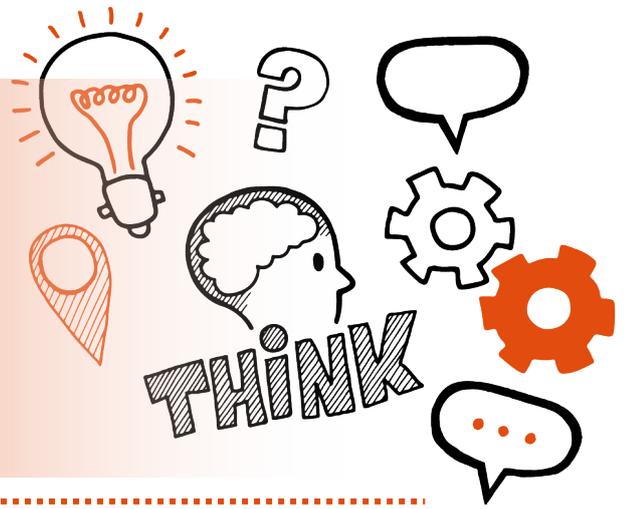


Think about

Direct observation of practice
with questioning

Level 3 ST1377 Optical
Assistant v1.2



On the day of this assessment you will carry out:



A 2-hour observation plus 30-minute
questioning



Face to face



In your workplace



With an end-point assessor



Key point

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.



Do

- Review the criteria associated with the direct observation of practice with questioning - this can be found in the EPA-kit
- Use the planner to plan how you will demonstrate the skills you have that are associated with the direct observation
- Review relevant legislation, regulations and your organisation's policies and procedures
- Be prepared to answer questions that your end-point assessor may have



Don't

- Forget to plan
- Forget to tell your colleagues and customers that you are being observed



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the direct observation of practice with questioning you can resit





Use the table below to plan and prepare for the direct observation of practice with questioning

(P) indicates pass criteria

Assessment criteria	Key points to remember
The dispensing process	
<p>(P) Interpret the customer's spectacle prescription to identify a range of vision correction options. Offer suitable lens/frame products and explain the features and benefit based on their preferences, facial, frame and lens measurements in line with company values, beliefs and purpose (K21, K22, K24, S1, S20, S21, S23)</p>	
<p>(P) Identify and discuss at least one spectacle product offer with a customer based on their needs and preferences. Process the order, offers any relevant promotions, takes their payment and agrees the collection options (K26, S25)</p>	
<p>(P) Use and maintain frame fitting techniques, optical equipment, lens measuring equipment and tools safely to correctly fit and adjust spectacle frames without causing damage. Use questioning to meet customer order and prescription. Treat customer with dignity and respect. Be adaptable, reliable and committed to the business (K9, K25, K29, S9, S24, S27, S28, B1, B3)</p>	

Collections

(P) Identify and check customer's visual acuity for near vision spectacles and explain any adaptations as required (K27, S26)

(P) Provide advice and guidance on frame fitting, lens care and offer a range of aftersales services to the customer with openness and integrity displayed at all times (K30, S29, B6)

Pre-appointment process

(P) Complete pre-appointment procedures, select appointment, complete exemption checks, confirm appointment with private and NHS customers, and prepare and maintain clinical/customer records accurately on employer system (K13, K14, K17, S13, S15, S16)

Customer service and customer communication

(P) Communicate with customers and colleagues with care and compassion to maximise understanding and identify and meet customer and team needs (K6, S5, S6, B4)



<p>(P) Provide the benefits and limitations of the different services and extended services to the customers within the optical environment (K11, S11)</p>	
<p>(P) Adhere to health and safety legislation including customer safety, hygiene, infection control and the safe use of all equipment (K8, S8)</p>	
Obtaining prescriptions and lens measurement from spectacles	
<p>(P) Use lens measuring equipment correctly to identify prescriptions and lens measurements. Identify lens types using engravings (K19, K20, S18, S19)</p>	

V5.0

