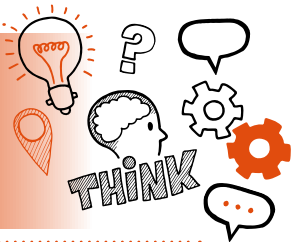


**Think about  
Interview underpinned by  
a portfolio of evidence  
Level 3 ST0383 Spectacle  
Technician v1.1**



**On the day of this assessment you will carry out:**



**A 60-minute interview**



**Remote or face-to-face**



**In a suitable assessment environment  
under exam conditions**



**With an end-point assessor**



**Key point**

You will have already submitted your portfolio of evidence, which is not formally assessed but can be used to illustrate your answers.



## Do

- Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 6 questions and any follow-up questions that your assessor may ask



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your portfolio to refer to during the interview



### 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 interview, you can resit the assessment



## Use the table below to plan and prepare for the interview.

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

| Assessment criteria   | Key points to remember |
|---|------------------------|
| <b>The role of a spectacle technician in the optical manufacturing sector</b>   |                        |
| <b>(P)</b> Describe the optical manufacturing sector including its background, the services provided, and future trends   |                        |
| <b>(P)</b> Outline your role and responsibilities, the limits of your autonomy and reporting channels as a spectacle technician in the optical manufacturing sector |                        |
| <b>(P)</b> Explain how you produce customer orders from customer order requests placed online, face to face or by telephone   |                        |
| <b>(D)</b> Explain how your role impacts on the wider business operation  |                        |

| Assessment criteria  | Key points to remember |
|--|------------------------|
| <b>Team working</b>  |                        |
| <p><b>(P)</b> Explain the function and interdependencies of internal and external teams and how you apply teamworking principles within this context to support an inclusive culture</p>                 |                        |
| <b>Digital technology in the sector</b>  |                        |
| <p><b>(P)</b> Explain how you comply with data protection and cyber security policies when using digital technology, including stock management information systems and equipment digital interfaces</p> |                        |
| <p><b>(D)</b> Evaluate the impact of the use of digital technology within the sector</p>   |                        |
| <b>Customer service</b>  |                        |
| <p><b>(P)</b> Outline customer types, including personal and business to business and how you collect and use data on productivity and quality to benefit processes and contribute to staff training</p> |                        |
| <p><b>(P)</b> Act in a professional manner when dealing with customer service complaints and your impact</p>   |                        |



## Assessment criteria

## Key points to remember

### Environment and sustainability

**(P)** Explain how you take personal responsibility for your own sustainable working practices and the circular economy, following regulations guidance and standards which lead to the efficient use of resources and identify, organise and use resources to complete tasks, with consideration for cost, quality, priority and environmental impact

**(D)** Evaluate the impact on the organisation of recycling and reusing materials and the drive to use resources efficiently

### CPD Continuous professional discussion

**(P)** Describe how you seek out new ways of working as part of your workplace and industry CPD activities

### Policy and procedure

**(P)** Explain how the data protection regulations, General Optical Council GOC, Health & Safety, industry tolerances and Safeguarding impact on the work of a spectacle technician

## Assessment criteria

## Key points to remember

**(P)** Explain how you use organisational stock and control systems to monitor levels and rotate stock

**(P)** Explain how supplier maintenance guidelines including medical device directive (MDD) specifications for focimeters impact on the role of a spectacle technician

## Manufacturing bespoke products

**(P)** Explain how you identify and make adjustments to create bespoke optical products, for example engraving on safety glasses and remarking progressives