

Think about

Case study Level 2

Optical Assistant (AP01)

As part of your optical assistant apprenticeship end-point assessment, you will need to complete a case study.

The case study will be a minimum of 3500 words but should not exceed 3850 words. You will have three weeks after entering gateway to complete the case study, which you can complete within your normal working hours.



Key Point

Include ALL assessment criteria detailed in this document in your case study!



Do

- Evidence what you did and why you did it
- Explain why certain procedures or processes were put in place linking to your company policies and procedures and/or legislation
- Provide details and explain the customer scenarios you dealt with, using evidence from the customer experience
- Complete an appendix with copies of orders and receipts, which should be anonymised to maintain confidentiality
- Ensure that your case study covers a multifocal customer dispense and collection activity

The case study format should be set out to cover three areas for completion:

- product selection
- spectacle dispensing
- spectacle collection



Next Steps

- Results can take up to 12 working days to be confirmed.
- Your manager/training provider will inform you of the results.



Resits

- If you do not achieve a pass result on the case study you can resit the assessment.

The following is an example of how you may wish to structure your case study.

An introduction to the customer

- Start at the handover, as the customer leaves the test room, including details of whether they are introduced, initial interactions, etc.
- An explanation of what the optician has recommended and why, and that you have established the customer's needs, identifying which questions you need to ask the customer
- Prescription must be attached/included
- (Est. 400-600 words)

Frame and lens selection

- What you recommended, selected and why, relating this to the customer's needs
- (Est. 1,000-1,200 words)

Accurate fitting and measurements of frames

- Completed the payment/transaction
- Informed the customer of their next steps for collection, and why
- Include details of all measurements (pupil distance, vertical heights, length to bend, BVD and pantoscopic angle)
- (Est. 1,000-1,200 words)

Policies and procedures

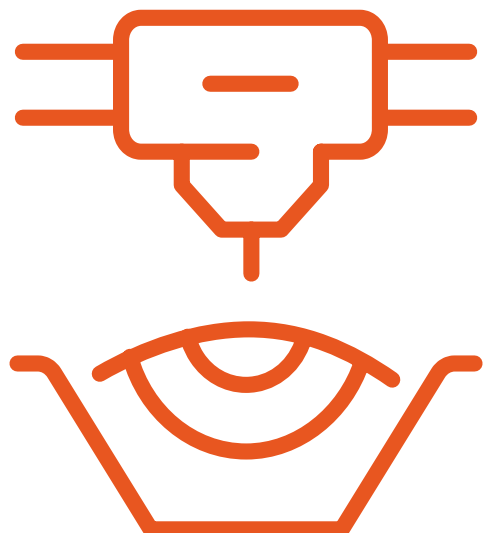
- Explain what you have done and why, and how you have kept in line with guidelines and regulations. For example, GOC regulations (and consequences of not following), legal implications of certain products
- (Est. 200-400 words)

Collection

- Detail the hand tools used for adjustments
- Fitting and vision of spectacles should be checked again
- Checked for near visual acuity
- Included aftercare advice
- (Est. 600-800 words)

Your case study will be assessed against the criteria included in the tables on the following pages. Use the text boxes in each table to make notes or detail scenarios that will help you plan your case study and meet the standards required to achieve your apprenticeship.

OPTICAL ASSISTANT



You must cover and include ALL assessment criteria detailed below in your case study.

Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Health and Safety
<p>Explain the health and safety procedures relevant to the dispense or collection</p> <p>Distinction Criteria <i>Explain the reasons for safe working practices showing how these link to legislation and the implications of not following these practices</i></p>	<p>Notes (include customer evidence if possible).</p>
Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Materials of frames and lenses
<p>Explain the legal requirements of products dispensed</p> <p>Explain the features of frame and lenses dispensed to your customers</p> <p>Distinction Criteria <i>Explain the extended range of products to include at least one of the following: sports eyewear, safety eyewear, occupational lenses and sun eyewear that could benefit the customer</i></p> <p><i>Explain the limitations and benefits of products you recommended to a customer</i></p>	<p>Notes (include customer evidence if possible).</p>

You must cover and include ALL assessment criteria detailed below in your case study.

Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Tools and Equipment
<p>Explain the equipment used to take both frame and lens measurements</p> <p>Explain what tools were used during spectacle adjustments</p> <p>Distinction Criteria <i>Explain the importance of using appropriate tools and why they are used</i></p> <p><i>Explain how tools and equipment are used to enhance the customer journey and support the optical assistant and not to replace them</i></p> <p><i>Explain all equipment used for taking measurements to include pupil distance, length to bend, vertical heights, BVD and pantoscopic angle</i></p> <p><i>Explain the benefits of using frame adjustment tools</i></p>	<p>Notes (include customer evidence if possible).</p>

You must cover and include ALL assessment criteria detailed below in your case study.

Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Quality and Governance
<p>Explain the procedures you follow when you need to refer to colleagues for support and guidance. For example, when you are required to comply with GOC policies and procedures during spectacle dispensing.</p> <p>Distinction Criteria <i>There are no distinction criteria for this element</i></p>	<p>Notes (include customer evidence if possible).</p>
Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Customer interactions, dispensing, fitting and adjustment of spectacles
<p>Dispensing</p> <p>Explain how you use questions to identify customer needs</p> <p>Explain the products you offered to your customer and how they met their needs</p> <p>Explain the offers that were available to your customer based on their needs</p> <p>Explain how you selected frames based on customer requirements, accurate fit and prescription requirements</p> <p>Explain how frame and spectacle lens measurements are taken using available technologies to include heights and pupil distances</p> <p>Explain the collection process to customers during dispensing</p>	<p>Notes (include customer evidence if possible).</p>

You must cover and include ALL assessment criteria detailed below in your case study.

Distinction Criteria	Notes (include customer evidence if possible).
<p><i>Explain the products offered to your customer and why these were beneficial to the customer</i></p> <p><i>Explain the offers that were available and the benefits to your customer based on their needs</i></p> <p><i>Explain how frame and spectacle lens measurements are taken using available technologies to include pantoscopic angle, BVD, and length to bend</i></p> <p><i>Keep your customer informed of your actions throughout the dispensing process</i></p> <p><i>Seek guidance and supervision following GOC requirements, and showing knowledge of the implications of not doing this</i></p>	

You must cover and include ALL assessment criteria detailed below in your case study.

Collection	Notes (include customer evidence if possible).
<p>Explain how you confirm customer's details and collection requirements</p> <p>Inform the customer of the collection process and procedures in line with company standards</p> <p>Explain how near visual acuity is checked during collection</p> <p>Explain your companies after-sales services</p> <p>Complete the sales transaction according to company requirements, ensuring all payments and/or paperwork is accurately completed and stored</p>	
<p>Distinction Criteria <i>There are no distinction criteria for this element</i></p>	