

Highfield Level 2 End-Point Assessment for ST0539 Optical Assistant Mock Assessment Materials

Case Study Criteria

Health & Safety		Case Study	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
HS4	Explain the health and safety procedures relevant to the dispense or collection		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
HS5	Explain the reasons for safe working practices showing knowledge of how these link to legislation and the implications of not following these		

Materials of frames and lenses		Case Study	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
MF7	Explain the legal requirements of products dispensed		
MF8	Explain the features of frame and lenses dispensed to the customer		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
MF9	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		
MF10	Explain the limitations and benefits of recommended products		

Tools and equipment		Case Study	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
TE8	Explain the equipment used to take both frame and lens measurements		
TE9	Explain what tools were used during spectacle adjustments		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
TE10	Explain the importance of using appropriate tools and why they are used		
TE11	Explain how tools and equipment are used to enhance the customer journey and support the optical assistant and not to replace them		
TE12	Explains all equipment used for taking measurements to include pupil distance, length to bend, vertical heights BVD and pantoscopic angle		
TE13	Explains the benefits of using frame adjustment tools		

Quality and governance		Case Study	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
QG5	Explain procedures for referral to suitable colleagues for support and guidance when required to comply with GOC policies and procedures during spectacle dispensing		

Customer interactions, dispensing, fitting and adjustment of spectacles		Case Study	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CI26	Explain the use of questions to identify customer needs		
CI27	Explain the products offered to your customer and how they met their needs		
CI28	Explain the offers that were available to your customer based on their needs		
CI29	Explain how you selected frames based on customer requirements, accurate fit and prescription requirements		
CI30	Explain how frame and spectacle lens measurements are taken using available technologies to include heights and pupil distances		
CI31	Explain the collection process to customers during dispensing		
CI32	Explain how you confirm customer's details and collection requirements		
CI33	Inform the customer of the collection process and procedures in line with company standards		
CI34	Explain how near visual acuity is checked during collection		
CI35	Explain company after sales services		
CI36	Complete the sales transaction according to company requirements, ensuring all payments and/or paperwork is accurately completed and stored		

Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
CI37	Explain the products offered to your customer and why these were benefits		
CI38	Explain the offers that were available and the benefit to your customer based on their needs		
CI39	Explain how frame and spectacle lens measurements are taken using available technologies to include pantoscopic angle, BVD, and length to bend		
CI40	Keep your customer informed of your actions throughout the dispensing process		
CI41	Seek guidance and supervision following GOC requirements, and showing knowledge of the implications of not doing this		