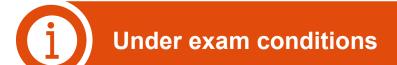
# Think about Report with questioning Level 3 ST1377 Optical Assistant v1.1



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











You will have already submitted your report.





- Review the criteria associated with the report with questioning, this can be found in the EPA kit
- Review relevant legislation, regulations and your organisation's policies and procedures
- Make sure you have a quiet room available
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Ask for the question to be repeated if you don't understand
- Provide clear and concise answers to the questions that you are asked



# Don't

- Take any textbooks, workbooks or organisational materials into the assessment
- Provide unnecessary information
- Forget to plan



# **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 report with questioning you can resit the assessment.



- (P) indicates pass criteria
- (D) indicates distinction criteria

Key points to remember

(P) Summarise how you manage a customer complaint/concern using company policies and remake and repair procedures including the methods of communication used to resolve the issue within the limits of your own authority (K32, K33, S31, S33, S34, S35)	
(D) Explain the impact on the customer's vision, prescriptions and or measurements where they don't meet the British standard tolerances (K18, S17)	
(D) Make recommendations on how to improve polices or procedures to reduce customer complaints (K32)	

V4.0