

# Highfield Level 3 ST1377 Optical Assistant 2022 – Contact lens assistant Mock Assessment Materials

## Professional discussion

Procedures and compliance			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
PC1	Explains how to adhere to patient referral policies, procedures and regulation and the implications of not following procedures. Identifies when and who to refer to when supervision is required for ocular emergencies, screening, dispensing and collection restrictions. Accurately reports and records ocular emergencies in line with employer procedures. Works within the limits of local and national policies (K2, K3, K16, S2, S3, S14)		
PC2	Explains the first aid reporting and evacuation procedures in the workplace and who to refer to and how to safely evacuate the store (K10, S10)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
PC3	<i>Explains the implications of not following policies and procedures on their colleagues and the impact on brand reputation (K2, K3, S2, S3)</i>		
PC4	<i>Explains how to mitigate risks of accidents or incidents based on past examples (K10, S10)</i>		

Company beliefs and values			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CB1	Explains the company's beliefs, values and purpose and why personal presentation, time management and team working can impact these and how they have shown discretion and empathy to colleagues (K1, K4, S4, B2)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
CB2	<i>Evaluates how company beliefs and values have been used to make recommendations to improve the service levels and the customer experience (K1, K4, S4)</i>		

Customer types, needs and the services available			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CT1	Explains the importance of identifying and adapting to customer needs. Explains the non- prescribed and specialised products that can be offered to customers based on their needs and preferences and when to refer customers needing communication support (K5, K7, K12, K23, S7, S12, S22)		
CT2	Explains how to adapt customer service when dealing with customers with ocular conditions such as glaucoma, cataracts, macular degeneration, diabetes (K40, S39)		
CT3	Explains how a customer's ability to make a purchasing decision is made and who to involve under the Mental Capacity Act etc. (K39)		
CT4	Explains the purpose of the equipment used and the purpose of different screening tests available within the optical Environment (K41)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
CT5	<i>Evaluates the non-prescribed products available and identifies additions that may support specific customer types and makes recommendations for improvements to products/services (K5, K7, K12, K23, S7, S12, S22)</i>		

<b>Appointment booking procedures</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
AB1	Describes the business sight test and contact lens recall requirements (K15)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
AB2	<i>Explains the benefits of different methods of recall (K15)</i>		

<b>The impact of customer concerns</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
IOC1	Gives an example of how they resolved a customer complaint and the impact of customer concerns on the store and colleagues and how good service can help to prevent complaints (K36)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
IOC2	<i>Describes the impact of customer concerns on the brand and brand reputation and make recommendations to reduce complaints (K36)</i>		

<b>Business models and KPI's</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
BM1	Explains how they use the sales targets and KPI's for the business/team to support individual targets (K38)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
BM2	<i>Describes how they have influenced sales targets and worked with colleagues to achieve them (K38)</i>		

Personal development			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
PD1	Explains the importance of reflection and participation in training and development opportunities to maintain own continuous practice and continue to show resilience and self-awareness. Explains the importance of participating in appraisal to plan for future development and career opportunities (K37, S37, S38, B5)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
PD2	<i>Identifies their future development opportunities and goals and how they plan to achieve these (K37, S38)</i>		

Contact lens assistant			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CL1	Describes how they inform the patient about contact lens handling, insertion and removal and how to clean, care and store them (K45, K46, S44, S45, S46)		
CL2	Explains what to do in an emergency outside of store opening hours (K47, S47)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
CL3	<i>Makes recommendations to improve the procedures for contact lens insertion and removal and trains colleagues to use them (K45, S45)</i>		