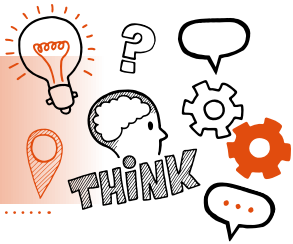
Think about
Direct Observation
Level 3 ST0383 Spectacle Maker v1.0
AP01



On the day of assessment, you will carry out:

- **A 2-hour observation**
- **Face-to-face**
- **In your workplace**
- **With an end-point assessor**

Key point

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.

Do

- [ ] Review the criteria associated with the direct observation – this can be found in the EPA kit
- [ ] Review relevant legislation, regulations and your organisation's policies and procedures
- [ ] Use the planner to plan how you will demonstrate the skills you have that are associated with the direct observation
- [ ] Be prepared to answer questions throughout the observation and at the end in a brief Q&A session

Don't

- [ ] Forget to plan
- [ ] Forget to bring your ID
- [ ] Forget to tell your colleagues and customers you are being observed
- [ ] Forget to let your colleagues know that the assessment is being recorded and that they **MUST NOT** answer questions for you

Next steps

- Results can take up to 7 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 direct observation you can resit the assessment

Use the table below to plan and prepare for the direct observation.

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

Assessment criteria	Key points to remember
Knowledge – Health and safety	
(P) Know the potential hazards present in the lab working environment, how to deal with them and implement waste disposal according to product.	
(D) Knowledge of COSHH and the products under its regulations, the implications of poor hazard/risk analysis and waste disposal, and detail the potential environmental issues in both the lab and wider business.	

Assessment criteria	Key points to remember
Knowledge - Tools	
(P) Can detail the processes and systems required to effectively glaze a variety of lenses.	
(P) Know when to do a calibration and what is involved; correct errors on edger displays.	
(P) Can carry out basic optical equipment maintenance, record what is done and any outcomes. Describe the consequences of a poor maintenance regime.	
(D) Know how to set up more complex lenses/frames to glaze, and can explain the operation of a number of optical equipment items.	
(D) Can plan for and carry out calibration, examine any data provided and determine the outcome, analyse error messages and know how to interpret the data.	
(D) Perform detailed first-line maintenance, record data and can analyse its meaning and potential issues, and provide detailed description of the results of poor maintenance.	

Assessment criteria	Key points to remember
Knowledge – Quality	
(P) Can spot faults in cut and uncut lenses, check shapes are symmetrical and assess cosmetic appearance to company and industry standards.	
(P) Know how to deal with a variety of frame materials and can check the finished job against the order for the right parameters at QC. Can correctly check against standards and take the correct action if incorrect. Use of manual and automatic focimeter types.	
(D) Can provide reasons for faults and errors found and how to correct them, know how to adjust symmetry issues before and/or after cutting, and can accurately use company and industry standards to assess quality.	
(D) Can explain the differences between various frame materials, how they are handled and cleaned, and set up adjustments. Accurately check orders and explain how/why certain actions are performed. Good knowledge of standards and tolerances, and taking corrective action if errors found. Use of manual and automatic focimeter types.	

Assessment criteria	Key points to remember
Knowledge – The manufacture, service and repair of spectacles	
(P) Understand how quality management has an impact on the lab performance and knows the internal structure. Can identify tolerances as required and know how to process an order that does not comply.	
(P) Know how to process new stock products through the lab, use records and systems correctly, and identify stock-holding issues.	
(P) Can discuss technical queries with colleagues to a successful conclusion.	
(D) Can describe the consequences of poor quality management, describe the process in place and how it fits with other store data, use tolerances and standards accurately and detail the processes for dealing with errors found.	
(D) Know how to process stock in and out using the systems in place, audit and manage stock accurately and ensure the products are stored correctly.	

Assessment criteria	Key points to remember
(D) Can describe the details around why the order has a technical question, and how to resolve it.	
Skills – Health & Safety and working environment	
(P) Can demonstrate understanding of the needs of Health and Safety at Work etc. act, any company standards that apply, COSHH regulations and how this information is communicated in the business.	
(D) Can describe the importance of following, and consequences of not following, health and safety guidelines and company standards. Can explain the reasons for COSHH regulations, and describe the process for reporting incidents.	

Assessment criteria	Key points to remember
Skills – Technical interpretation and understanding	
(P) Can deal with basic technical enquiries and customer interaction.	
(D) Can demonstrate effective technical resolution, and comfortably communicate with customers in a wide range of situations.	
Skills – Manufacturing and repair processes	
(P) Know how to process new stock products through the lab, use records and systems correctly, and identify stock issues.	
(P) Prepare various lenses for glazing. Set up machinery for different types of lenses and frames. Cut and fit lenses. Hand edge lenses to fit. Set up frames for QC. Inspect and report on finished glasses. Set up and glaze a non-standard job.	
(P) Can prepare a variety of lens and frame types for glazing.	

Assessment criteria	Key points to remember
(D) Know how to process new and existing orders for stock products in and out using the systems in place, audit and manage stock accurately and ensure the products are stored correctly.	
(D) Provide further commentary on more detail around these processes; why set up edgers in a particular way; when to hand edge, when not to; how to correct sizing issues on the edger; how to adjust various frame types/materials and what set-up is expected; can prepare a detailed report on finished jobs, whether correct or if faults were found.	
(D) Can apply further special instructions/ settings on equipment used.	
Skills – Tools and equipment	
(P) Know the basic needs of maintenance of equipment and the recording of data, and know the benefits/disadvantages of this.	

Assessment criteria	Key points to remember
(D) Can maintain all lab equipment to a satisfactory level, record any resultant information logically and can identify the extended issues of poor maintenance.	
Skills – Quality	
(P) Can resolve basic errors and problems effectively.	
(P) Understanding the basic principles of quality checking and can perform QC practically. Understand different production checks and describe how they use standards.	
(P) Functional understanding of QC process, essential tolerances and standards. Can identify and rectify errors found, and manage the process of remaking an order.	
(P) Demonstrate the final checks and processes in place, how this is documented and processed for dispatch.	

Assessment criteria	Key points to remember
(P) Can describe the variations for different order types.	
(D) Can deal with more complex order errors and resolve issues accurately and with limited/no supervision.	
(D) Can explain the benefits of good QC process, and process more complex orders through quality checking, using standards accurately and describing how/why. Good knowledge of different elements of product quality checking.	
(D) Detailed knowledge of QC process and the tools and standards used. Tolerance knowledge is good, with ability to use without prompts. Can identify, correct and advise on errors, faults or challenges with completing an order correctly, and manage the entire remake process.	
(D) Describe the reasons for quality checking, how this varies from start to finish, the various dispatch and documentation processes for different orders, and costs applicable to different types of order.	
(D) Understand the reasons and routes for different order types and how/why they are packaged accordingly.	

Assessment criteria	Key points to remember
Behaviours – Professionalism	
(P) Can discuss appropriate and work-based content effectively and considerately with others, maintaining an appropriate attitude to work, while maintaining focus on the job and tasks as required.	
(D) Understand the needs of others in the work environment, and can react positively to work requests as required. Has a positive approach to work requests and can demonstrate an empathic approach to others.	
Behaviours – Safety orientated	
(P) Understand the importance of COSHH and PPE, can describe and demonstrate the use of both in your workplace	
(D) Can describe the individual and corporate needs of COSHH and PPE in your workplace in detail and how/when they are applied, and assist in non-lab staff being made aware.