

**Highfield Level 3 ST1377 Optical Assistant 2022 – Domiciliary optical
assistant Mock Assessment Materials
Report with questioning**

Policies, procedures and standards					
Ref	Assessment Criteria (Pass)	Report		Questions	
		Achieved	Not achieved	Achieved	Not achieved
PP1	Explains how product tolerances are correctly validated to ensure product accuracy (K18, S17)				
PP2	Explains the communication methods used to identify the customer complaint. The types of questions, problem solving techniques and poor fitting implications on the customer and business and how the complaint is resolved and what solutions and options offered (K28, K34, K35, S36, S32)				
PP3	Explains what guarantees or warranties are available within the optical environment and how the requirements of the Sale of Goods Act are met (K31, S30)				
PP4	Summarises how they 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 their own authority (K32, K33, S31, S33, S34, S35)				
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved	Achieved	Not achieved
PP5	<i>Explains the impact on the customer's vision, prescriptions and or measurements where they don't meet the British standard tolerances (K18, S17)</i>				
PP6	<i>Makes recommendations on how to improve polices or procedures to reduce customer complaints (K32)</i>				