

Highfield Level 3 End-Point Assessment for ST0383 Spectacle Technician

Mock Assessment Materials

Interview underpinned by a portfolio of evidence

The role of a spectacle technician in the optical manufacturing sector			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
RS1	Describes the optical manufacturing sector including its background, the services provided, and future trends (K20)		
RS2	Outlines their role and responsibilities, the limits of their autonomy and reporting channels as a spectacle technician in the optical manufacturing sector (K31)		
RS3	Explains how they produce customer orders from customer order requests placed online, face to face or by telephone (K6, S19)		
Ref	Assessment criteria (Distinction)	Achieved	Not achieved
RS4	<i>Explains how their role impacts on the wider business operation (K6, S19)</i>		

Team working			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
TW1	Explains the function and interdependencies of internal and external teams and how they apply teamworking principles within this context to support an inclusive culture (K2, K34, S2, B4)		

Digital technology in the sector			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
DT1	Explains how they comply with data protection and cyber security policies when using digital technology, including stock management information systems and equipment digital interfaces (K32, S14)		
Ref	Assessment criteria (Distinction)	Achieved	Not achieved
DT2	<i>Evaluates the impact of the use of digital technology within the sector (K32, S14)</i>		

Customer service			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CS1	Outlines customer types, including personal and business to business and how they collect and use data on productivity and quality to benefit processes and contribute to staff training (K3, S11)		
CS2	Acts in a professional manner when dealing with customer service complaints and their impact (K16, B3)		

Environment and sustainability			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
ES1	Explains how they take personal responsibility for their own sustainable working practices and the circular economy, following regulations guidance and standards which lead to the efficient use of resources and identify, organise and use resources to complete tasks, with consideration for cost, quality, priority and environmental impact (K22, S6, B2)		

Ref	Assessment criteria (Distinction)	Achieved	Not achieved
ES2	<i>Evaluates impact on the organisation of recycling and reuse of materials and the drive to use resources efficiently (K22, S6)</i>		

CPD Continuous professional development			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CPD1	Describes how they seek out new ways of working as part of their workplace and industry CPD activities (K17, B6)		

Policy and procedure			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
PP1	Explains how the data protection regulations, General Optical Council GOC, Health & Safety, industry tolerances and Safeguarding impact on the work of a spectacle technician (K1)		
PP2	Explains how they use organisational stock and control systems to monitor levels and rotate stock (K8, S10)		
PP3	Explains how supplier maintenance guidelines including medical devices directive (MDD) specifications for focimeters impact on the role of a spectacle technician (K10)		

Manufacturing bespoke products			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
MB1	Explains how they identify and make adjustments to create bespoke optical products, for example engraving on safety glasses and remarking progressives (K33, S9)		