

Highfield Level 3 Optical Assistant 2022 – Screening assistant

Mock Assessment Materials

Direct observation of practice with questions

The dispensing process					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
DP1	Interprets the customer's spectacle prescription to identify a range of vision correction options. Offers suitable lens\frame products and explains the features and benefit based on their preferences, facial, frame and lens measurements in line with company values beliefs and purpose (K21, K22, K24, S1, S20, S21, S23)				
DP2	Identifies and discusses at least one spectacle product offer with a customer based on their needs and preferences. Processes the order, offers any relevant promotions, takes their payment and agrees the collection options (K26, S25)				
DP3	Uses and maintains frame fitting techniques, optical equipment, lens measuring equipment and tools safely to correctly fit and adjust spectacle frames without causing damage. Uses questioning to meet customer order and prescription. Treat customer with dignity and respect. Being adaptable, reliable and committed to the business (K9, K25, K29, S9, S24, S27, S28, B1, B3)				

Collections					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
C1	Identifies and checks customer's visual acuity for near vision spectacles and explains any adaptations as required (K27, S26)				
C2	Provides advice and guidance on frame fitting, lens care and offers a range of aftersales services to the customer with openness and integrity displayed at all times (K30, S29, B6)				

Pre-appointment process

Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
PA1	Completes pre-appointment procedures, selects appointment, completes exemption checks, confirms appointment with private and NHS customers, and prepares and maintains clinical/customer records accurately on employer system (K13, K14, K17, S13, S15, S16)				

Customer service and customer communication

Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
CS1	Communicates with customers and colleagues with care and compassion to maximise understanding and identifies and meets customer and team needs (K6, S5, S6, B4)				
CS2	Provides the benefits and limitations of the different services and extended services to the customers within the optical environment (K11, S11)				
CS3	Adheres to health and safety legislation including customer safety, hygiene, infection control and the safe use of all equipment (K8, S8)				

Obtaining prescriptions and lens measurements from spectacles

Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
OP1	Uses lens measuring equipment correctly to identify prescriptions and lens measurements. Identifies lens types using engravings (K19, K20, S18, S19)				