On the day of assessment, you will carry out:

- A 60-minute professional discussion

- Face-to-face or via online videoconferencing

- Under exam conditions

- With an end-point assessor

🔑 Key Point

You may wish to ask your line manager to sit in on the professional discussion, they can prompt your memory of events but they must not lead you into providing answers.

Do

- Review the criteria associated with the professional discussion, this can be found in the EPA kit

- Review relevant legislation, regulations and your organisation's policies and procedures

- Have copies of your notes available, remember these should be brief and not paragraphs of information

- Make sure you have a quiet room available

- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted

- Provide clear and concise answers to the questions that you are asked

Don't

- [ ] Take any textbooks, workbooks or organisational materials into the assessment
- [ ] Provide unnecessary information
- [ ] Forget to plan

Next Steps

- Results can take up to 7 days to be confirmed.
- Your line manager or training provider will inform you of the results.

Resits

- If you do not achieve a pass result on the professional discussion you can resit the assessment.

Use the table below to plan and prepare for the professional discussion.

Standard area	Key points to remember
Procedures and compliance	
Company beliefs and values	
Customer types, needs and the services available	

Appointment booking procedures	
The impact of customer concerns	
Business models and KPIs	

Personal development

Pathway-Contact lens assistant