

**Think about
Report with questioning
Level 3 ST1377 Optical
Assistant v1.0**



On the day of this assessment you will carry out:



A 30-minute Q&A session



Face-to-face or via online videoconferencing



Under exam conditions



Should take place on a one-to-one basis



Key point

You will have already submitted your report.



Do

- Review the criteria associated with the report with questioning, this can be found in the EPA kit
- Review relevant legislation, regulations and your organisation's policies and procedures
- 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
- Ask for the question to be repeated if you don't understand
- 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 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the report with questioning you can resit the assessment.





Use the table below to plan and prepare for the Q&A session.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Policies, procedures and standards	
(P) Explain how product tolerances are correctly validated to ensure product accuracy (K18, S17)	
(P) Explain 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 to the complaint is resolved and what solutions and options offered (K28, K34, K35, S36, S32)	
(P) Explain what guarantees or warranties are available within the optical environment and how the requirements of the Sale of Goods Act are met (K31, S30)	



(P) Summarise how you 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 your own authority (K32, K33, S31, S33, S34, S35)	
(D) Explain the impact on the customer's vision, prescriptions and or measurements where they don't meet the British standard tolerances (K18, S17)	
(D) Make recommendations on how to improve polices or procedures to reduce customer complaints (K32)	

V3.0

