

Optical Assistant Apprenticeship

Assessment Plan - Level two

Apprenticeship Standard Assessment Plan – Optical Assistant

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Introduction and Overview

This document provides details of the End Point Assessment for the Optical Assistant Apprenticeship. It provides guidance for Employers, Apprentices, Training Providers and Assessment Organisations.

The End Point Assessment follows a minimum of 366 days (a minimum of 12 months) of training and development and is arranged when the Employer is satisfied that the Apprentice is consistently working at or above the level described in the Optical Assistant Apprenticeship Standard.

End Point Assessment will be conducted after a period of 366 days, by an Independent Assessor. It is anticipated that the End Point Assessment will be conducted over 8 hours. This will typically be within 6 weeks of entering the Gateway.

Apprenticeship Standard for Optical Assistant

An Optical Assistant requires many skills to be able to work within the optical retail industry. In order to meet a high standard of customer service, as well as technical and clinical requirements, Optical Assistants have to interpret and understand a clinically issued prescription, its effects on the eye, and the customer's vision. They need to be able to identify and recommend specific optical appliances to meet the customer's needs, using strong communication and listening skills.

Optical Assistants require a broad range of technical knowledge about spectacle frame materials, and fitting requirements including facial measurements, to ensure the maximum comfort of the spectacle frame for the customer, and avoiding physical damage to the skin, through ill fit or wrong material choice. They also require technical knowledge of ophthalmic lenses and the associated measurements of these lenses to allow correct visual acuity. They use an extensive range of technical equipment and tools. They are often the people that spend the most time with the customer. Therefore, communication, generous listening and a passion for working with others, to deliver good service and products that are both clinically and cosmetically correct, are skills, knowledge and behaviours that need to be demonstrated at all times. They may be working within a small practice, a large multiple practice, hospital environment, or within the domiciliary environment.

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Summary of Assessment

An Independent Assessor will conduct the End Point Assessment in the Apprentice's normal place of work. The Apprentice will be required to:

- show knowledge of health and safety legislation relating to the role of Optical Assistant and demonstrate the ability to work safely in an optical retail environment ensuring self, colleagues and customers are safe
- know the tools, equipment and materials required when dispensing spectacles, how to select and use the appropriate tool / item of equipment for each of the processes involved
- access, interpret and understand technical documentation required for dispensing spectacles and understanding the needs of the customer
- understand the procedures for establishing the needs of their customer and make a recommendation for eyewear based on the information taken, and knowing when to seek professional supervision or advice
- determine the level of intervention required, and when a task falls out of their area of responsibility
- carry out adjustments and minor repairs to spectacles using the correct tools

Gateway to End Point Assessment

The End Point Assessment can only commence once the Apprentice has achieved Functional Skills in English and Maths at level 1 (or equivalent qualifications) and have taken the required level two test in Maths and English if not already achieved. End Point Assessment will be at the point the Employer with the support of their Training Provider are confident that the Apprentice has developed all the knowledge, skills and behaviours defined in the Optical Assistant Apprenticeship Standard. It is highly recommended that the judgement is made based on a series of on programme assessments. Once the Employer is satisfied that the Apprentice has achieved a standard sufficient for the independent End Point Assessment, the Assessment Organisation from the Register of End Point Assessment Organisations will make arrangements for the End Point Assessment.

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The information required in relation to the End Point Assessment is mandatory. The independent End Point Assessment ensures that all successful apprentices have achieved the knowledge, skills and behaviours set out in the Optical Assistant Apprenticeship Standard.

On Programme Assessment

It is recommended that on programme assessment takes place at regular intervals agreed between the Employer and Training Provider. On programme assessment should be used to check the Apprentice's knowledge, skills and behaviours in line with the standard and fail, pass and distinction criteria outlined in appendices 2 - 4.

End Point Assessment overview

Direct Observation, Professional Discussion and Case Study

The direct observation, professional discussion and case study provides the opportunity to use a range of assessment methods across the standard and must include all areas of the standard to include real life customer interactions, dispensing of spectacles, collection and adjustment procedures and understanding of legislation and governance within the optical retail sector.

Direct Observation

The direct observation will be a naturally occurring real work situation this must include as a minimum one spectacle dispense and one spectacle collection.

In order to provide sufficient flexibility in the workplace and to allow for normal working patterns and interactions that may occur, we would expect this process to take between 120 and 150 minutes to allow the apprentice sufficient opportunity to demonstrate their knowledge, skills and behaviours. This will be pre-planned, agreed and scheduled at the Apprentice's normal place of work and will be carried out by the Independent Assessor. The direct observation should enable the Apprentice to demonstrate their skills, knowledge and behaviour from across the standard. The End Point Assessor will observe:

- Dispensing of any vision type to include questioning to identify product requirements, frame selection, lens selection, measurements and dispensing

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- Spectacle collection to include meeting the customer, identifying requirements, retrieval of spectacles, checking of visual acuity and fitting, adjusting spectacles to fit and discussing aftercare services
- If available in the Apprentice's work place the Assessor will also observe a pre-screen, to include at a minimum visual fields screening, and non-contact intra ocular pressures, -if these tests are not available within the workplace this element can be covered via professional discussion. The Assessor will also ask questions alongside observation to look for additional understanding of the practical elements being assessed if required. Demonstration of a particular skill can be requested during this observation, if it has not naturally occurred. This ensures the Apprentice can demonstrate the full breadth of skills necessary to pass the End Point Assessment.

The Assessor will observe the following areas:

Dispensing procedures:

- Communication and customer interactions to build and maintain rapport
- Questioning techniques to identify customer's needs and preferences
- Product recommendation based on features and benefits relevant to the customer and selection taking into account prescription requirements, customer's requirements and spectacle fitting
- Spectacle measurements to include a minimum of inter pupillary distance and length to bend
- Spectacle fitting and adjustment, using appropriate tools, to ensure correct spectacle fit
- Discussion on adaptation, adjustment/what to expect etc
- Following and adapting to health and safety procedures
- Completion of all records following Employer's confidentiality and data protection procedures
- Completing the sale process and taking payment in any format

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Collection procedures:

- Customer interactions to build and maintain rapport
- Correctly identifying spectacles for collection
- Checking fitting and near visual acuity of spectacles appropriately
- Conducting any required adjustments, keeping the customer informed, and maintain safe working practices
- Explaining after sales processes and procedures to the customer
- Completing the collection process, updating all relevant records, and maintaining data protection and confidentiality
- Advice on what to do if any concerns/questions etc at a later date

Case Study - Multifocal customer dispensing and collection

The case study is the Apprentice's opportunity to demonstrate evidence of the skills and knowledge over a wide range of the content covered within the standard. The Apprentice will complete the case study once the Employer has put the Apprentice forward for assessment and the completed case study will be presented to the Assessor one week before the date of the assessment visit.

The apprentice will have three weeks after entering the gateway to complete the case study. This must be written within their normal working hours.

The case study should evidence not only what the Apprentice has done and how, but also why certain procedure or processes were put in place linking to Employer policies and procedures and or legislation. To enable the Apprentice to provide the widest breadth of evidence, the case study will cover a Multifocal customer dispense and collection. The Apprentice will be expected to explain additional scenarios within the case study, to demonstrate further skills knowledge and behaviours from within the standard. The case study will need to be supported, using evidence from the customer journey; this evidence can only be collated from on the job experience post-gateway. It must include but is not limited to copies of orders, and receipts (suitably redacted to maintain confidentiality). The case study format is set by the Independent

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Assessor and should cover all areas outlined in appendix 3 identified as pass and distinction criteria for the case study and should be set out to cover three areas for completion:

- product selection
- spectacle dispensing
- spectacle collection

It is expected that to provide sufficient detail, the case study will be a minimum of 3500 words but should not exceed 3850 words; and must be completed during normal working hours within the employer's workplace, appendices will not count as part of the final word count. The case study will show evidence of the following:

Dispensing processes:

- communication methods adopted and reasons for these
- questions used and the reasons for these
- product recommendation made, how suitable products were identified and the reasons behind the choices to include frame and lens material and frame design
- knowledge of the customer's prescription, how this is made up, the types of lenses available to correct the prescription and how they work to do this
- frame adjustments carried out in preparation for measurements to include how adjustments were identified, how accurate adjustments were made to include measurements and the tools utilised following health and safety procedures
- measurements taken for frames and lenses, the equipment used to specifically explain how it was used and explained to the customer and the safety precautions adopted
- General Optical Council regulations regarding supervision of dispensing and the implications of not following these
- the process for placing the order and ensuring product availability and timescales for delivery

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Collection processes:

- collection arrangements to ensure spectacles are prepared and suitable for collection
- collection processes to include but not limited to ensuring correct comfort and fitting, checking visual acuity for near vision, as appropriate, and explanation of after sales services
- health and safety procedures adopted throughout the customer journey and the reasons for these
- confidentiality and data protection procedures applied, and the reasons for these

Professional Discussion

The professional discussion will be a structured discussion between the Apprentice and the Independent Assessor, following the case study submission and observation. This establishes the Apprentice's understanding and application of knowledge, skills and behaviours. The professional discussion will cover the mandatory criteria outlined in appendix 4 for all Apprentices; in addition to this the professional discussion can be used to cover any area of the observation that was not available to be seen within the Apprentice's workplace on the day of assessment. This gives all Apprentices equal opportunity to demonstrate their knowledge, skills and behaviours within the standard. The professional discussion will take place on the same day as the observation, in a suitable environment and should last for a minimum of 75 minutes and should not exceed 90 minutes.

Mandatory professional discussion requirements are as follows:

- health and safety practices relevant to the Apprentice's workplace
- knowledge and characteristics of a range of frame and lens materials, their features benefits and characteristics
- knowledge of quality and governance to include NHS quality standards, industry governance, Employer policies and procedures
- customer communication to include barriers to communication, questioning techniques and referral to colleagues where appropriate

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- measurements listed in the standard that have not been previously covered in the observation and or case study to cover a minimum of pupil distances and vertical heights
- product recommendations, features and benefits of lenses not already covered in the observation to include single vision, bifocal, Varifocal, occupational, tinted lenses, polarised lenses, safety spectacles and their legal requirements,
- knowledge of the parts of the eye and vision correction
- positive and negative body language and how own behaviour impacts on colleagues and customers
- standards of appearance and pride and passion for Company values
- planning and managing time effectively
- how self-development has been managed effectively to ensure skills, knowledge and behaviour requirements have been developed to meet the requirements of the standard
- how feedback was used to identify skill gaps and the procedures put in place to overcome these
- how relationships with your Employer have been maintained to ensure successful completion

End Point Final Judgement and Independence

The final competence and grading decisions will be taken by a suitably qualified and experienced Independent Assessor. The Assessor cannot have previously been involved in the 'on-programme' training of the Apprentice, and with no other vested interest in the outcome of the assessment. All assessment criteria and outcomes for distinction, pass or fail are listed in Appendices 2-4.

The Independent Assessor will be employed by an Assessment Organisation which is approved on the Register of End Point Assessment Organisations (RoEPAO). These arrangements will ensure a clear separation between the training of the Apprentice and the final assessment.

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The Independent Assessor will make the final competency judgement using the detailed assessment criteria set out within Appendices 2-4. This outlines the skills, knowledge and behaviours within the standard and the grading differences between distinction, pass or fail. The same Independent Assessor should conduct all three elements of the End Point Assessment for an apprentice in order to maintain consistency in applying a decision.

Grading Descriptors

The End Point Assessment consists of three assessment methods; direct observation, case study and professional discussion. Each element of the EPA will equal 33% of the overall grade and are equally weighted. The apprentice can achieve either a distinction, pass or fail in each assessment method.

Distinction

The Apprentice will need to achieve 100% of pass criteria and 70% of distinction criteria in any two of the assessment methods outlined in appendices 2-4.

Pass

The Apprentice will need to complete all three End Point Assessments and achieve 100% of pass criteria for each method outlined in appendices 2-4.

Fail

The apprentice will need to have clearly demonstrated any one area of fail criteria within the assessment method which are outlined in appendices 2-4, the End Point Assessor will be required to give clear and specific justification to the fail criteria given. In the event that the apprentice fails any one element of the End Point Assessment they will be able to re-sit this method only once. However, if the apprentice fails two elements of the End Point Assessment or fails one area for a second time the entire EPA will need to be re-taken.

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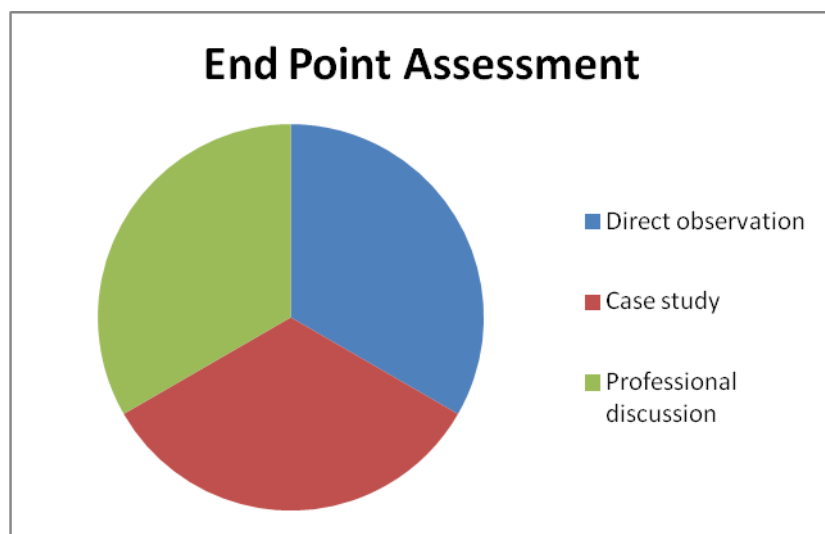
Retakes

If an Apprentice is required to retake any element of End Point Assessment they will only be able to achieve a pass in this assessment method. In the event of a fail, the End Point Assessor will be required to give clear constructive feedback with actions on the areas of knowledge, skills and behaviours requiring further improvement. It is the responsibility of the Apprentice, Employer and Training Provider to agree additional learning requirements and a specified timescale for retake. The minimum time between the End Point Assessment and its retake is 21 days.

Distinction	All pass criteria achieved plus :	
	Direct Observation	70% 15/22 distinction criteria
	Case Study	70% 8/12 distinction criteria
	Professional Discussion	70% 20/27 distinction criteria
Pass	All pass criteria achieved	
	Direct Observation	100% 35/35 pass criteria
	Case study	100% 17/17 pass criteria
	Professional discussion	100% 39/39 pass criteria
Fail	If any fail criteria is noted for any one assessment method, This method of assessment will receive an overall fail .	

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Accuracy in judgements

Quality Assurance – Internal

Assessment Organisations must have in place a robust Quality Assurance Strategy to include:

- Developing, administering and managing the end-point assessment process
- Recruiting, managing and supporting end-point assessors including training and professional development
- Recruiting, managing and supporting independent verifiers, to moderate, assessors and assessment materials
- Ensuring at least 2 years vocational experience and assessment competence of independent assessors in the industry within the last 5 years
- Developing and managing a process of internal verification and annual standardisation
- Securely developing and managing the range of assessment criteria and materials required for the end-point assessment

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- Operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 10 percent of each end-point assessor's assessments moderated
- Developing annual review procedures and processes to verify the currency and standard of:
 - Assessment criteria
 - Assessment materials
 - Assessors
 - Grade & Awards

End Point Assessor requirements

The final competence and grading decisions will be taken by a suitably qualified and experienced Independent Assessor. The Assessor must hold or be working towards the TAQA / A1 qualification or equivalent and have at least two years occupational experience in the Optical Retail Sector within the last 5 years. The Assessor cannot have previously been involved in the 'on-programme' training, or employment of the Apprentice, and with no other vested interest in the outcome of the assessment

Internal quality assurance must be completed by an appropriately qualified person holding the V1 or equivalent qualification, and that person must not have been involved in any aspect of the delivery or assessment of the programme they are quality assuring. Any independent Assessment Organisations who wish to offer End Point Assessment against the standard will need to be on the Register of End Point Assessment Organisations (RoEPAO).

The level of sampling will depend on the experience of the Assessor. If an Assessor has been qualified less than 12 months, 25% of the EPA criteria will be sampled for 50% of Apprentices assessed, and they will be observed conducting the EPA every 4 months. For Assessors holding their qualification for more than 12 months, and have demonstrated consistent assessment process, they will have 10% of the EPA criteria sampled for 100% of Apprentices assessed, and they will be observed conducting the EPA every 6 months.

Quality Assurance - External

External quality assurance of the End Point Assessment for this standard will be provided by the Institute for Apprenticeships.

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Who is involved?

End Point Assessment summary of roles and responsibilities

	Role
Employer	<ul style="list-style-type: none"> • Enable your Apprentice to complete 20% off the job training • Support your Apprentice to achieve all required skills, knowledge and behaviours within their standard • Initiate the End Point Assessment by contacting the Independent Assessment Organisation.
Training Provider	<ul style="list-style-type: none"> • Supports the Apprentice, and works in collaboration with their Employer • Supports and advises the Employer on the timing for the EPA
Independent Assessment Organisation	<ul style="list-style-type: none"> • Designs and provides the End Point Assessment • Provides internal verification for consistency of assessment decisions • Appoints and trains Independent Assessors • Ensures Independent Assessors attend standardisation programmes • Provides assessment materials for the End Point Assessment • Operates appeals procedure in case of dispute • Informs the Apprentice and Employer of the assessment outcome

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Affordability

The approach presented offers an affordable solution to assessment for the Apprenticeship in Optical Retail. The approach is robust, and will ensure the End Point Assessment will meet the needs of all Employers and environments within the Optical Retail Sector, ranging from NHS Trusts, to private institutions delivering their own work based provision, to small employers or single site and healthcare businesses reliant on high quality training provision to deliver their work based training.

We believe that the approach is manageable and feasible, because the necessary expertise already exists within the Sector. We would expect Apprenticeship Assessment Organisations to tap into organisations that are accountable for these experts, when recruiting for Independent Assessors. Utilising existing expertise would ensure a sufficiency of qualified Assessors with a good geographical spread. Under these conditions, the anticipated uptake of the apprenticeship in the first year is 600 starts.

This approach to independent assessment is evidenced based and sector specific and has been tested with Employers who have confirmed that it is the preferred approach. Cost analysis verified that this approach was the most cost effective method of all. The cost of the independent assessment forms no more than 18% of the overarching cost of the apprenticeship standard.

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Appendix 1

Knowledge, Skills and Behaviours for an Optical Assistant

Area of standard	Knowledge Requirement		Skills Requirement	
Health & Safety	<ul style="list-style-type: none"> Health & safety at work legislation relevant to the optical retail sector The safe use of all equipment relevant to the role 	PD	<ul style="list-style-type: none"> Maintain safe working practices at all times Identify risks or dangers to self, customers or colleagues 	OB, CS, PD
Materials of frames and lenses	<ul style="list-style-type: none"> A wide range of frame and lens material, including features, benefits, visual and material limitations The legal requirements for products, the potential allergic reactions they may cause. Ensure the best visual acuity for near vision, fit and comfort 	CS, PD	<ul style="list-style-type: none"> Identify, explain, recommend suitable frame and lens materials, based on the customer's needs and requirements Clearly explain choices, and ensure that health and legal requirements are met 	CS, OB PD
Tools and equipment	<ul style="list-style-type: none"> A wide range of optical tools and equipment The uses and limitations of hand tools, and the quality checking of equipment, e.g. focimeter, pupillometer, frame heater, double nylon jaw pliers, angling pliers, snipe nose pliers, cutter pliers, nose pad pliers, axis pliers, screwdriver set, non-contact tonometer, auto refractor, visual field screeners 	PD	<ul style="list-style-type: none"> Confidently and correctly use and explain appropriately to a customer the wide range of tools and equipment within the optical practice Take measurements, adjust or repair spectacles e.g. facial measuring tools, frame measurement tools, frame adjustment tools and screening equipment 	OB, CS

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Quality and governance	<ul style="list-style-type: none"> Employers and NHS quality standards for accurate and secure record keeping Appropriate use of British and European standards. General Optical Council requirements, e.g. referral to clinical colleagues for support and advice when identifying an ocular emergency, taking measurements and completing a collection for customers under 16's, sight impaired, severely sight impaired 	PD, OB, CS	<ul style="list-style-type: none"> Work to the appropriate company quality standards and systems Accurately keep records Enable relevant timely referrals to clinical colleagues to protect the customer the business and self 	OB,CS
Screening checks	<ul style="list-style-type: none"> The screening equipment used and its function. Own area of responsibility and knowing when to refer to clinician Understand Eye and medical conditions screened for e.g. glaucoma, macular degeneration, diabetes 	OB, PD,	<ul style="list-style-type: none"> Clearly explain screening checks, the reasons they are done and how the machinery is used Empathise with customers undergoing screening and be able to communicate reassurance and confidence when needed 	OB, PD,
Customer interactions, dispensing, fitting and adjustment of spectacles	<ul style="list-style-type: none"> Customer types and barriers to communication they may face e.g. customers of varying ages, customers with specific communication or mental health needs How to adapt questioning and communication to meet customer requirements Parts of the eye and how this relates to the makeup 	PD,CS,OB	<ul style="list-style-type: none"> Build rapport and trust with the customer and identify their communication preferences, Clearly explain and interpret verbal and written prescription specifications and the effects this has on the eye Reconcile for the customer the translation of 	OB,CS,PD

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	<p>of a spectacle prescription</p> <ul style="list-style-type: none"> • How a prescription is written and interpreted e.g. myopia, hypermetropia, presbyopia, visual acuity and the effects the prescription has on vision and spectacle lens physiology • Frame and lens measurements and fitting for prescriptions up to +/- 10D, pupil distances, vertical heights, pantoscopic angles, frontal bow, length to bend, eye size and bridge width, understanding of how to check visual acuity for near vision and fit for multiple vision types and the precautionary recommendations to issue to customers on final fitting 		<p>written prescription to finished product to their satisfaction</p> <ul style="list-style-type: none"> • Use product knowledge and be able to explain how this affects vision and to be able to make recommendations for dispensing of spectacles to suit needs and preferences • Identify suitable fitting frames based on facial and prescription requirements, pupil distances, vertical heights, pantoscopic angles, frontal bow length to bend, eye size and bridge width • Use tools and equipment in close proximity to the customer, which may make the customer feel uncomfortable • Accurately check visual acuity for near vision and take into account how the final fit of the frames can affect visual acuity and comfort • Carry out repairs and adjustments as required 	
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	What is required – you should	Assessment
Professionalism	Have a strong professional work ethic, show pride and passion to company and brand values; demonstrate equality and diversity, to ensure all customers receive equal care and attention.	OB,PD
Self-development	Keep up to date with best practice and emerging technologies within the optical retail sector, obtain and offer constructive feedback to others, and develop and maintain professional relationships.	PD
Safety orientated	Be aware of and adopt the processes and procedures for the safety and well-being of self and others.	OB, PD

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Appendix 2 Observation criteria

Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Health and safety	<ul style="list-style-type: none"> Explain to their customer the health and safety precautions taken to ensure safety 	<ul style="list-style-type: none"> Demonstrate their ability to follow safe working practices Ensure customers, colleagues and self are safe within limits of own influence 	<ul style="list-style-type: none"> Put customers, self or colleagues at risk by using unsafe working practise e.g. creating a tripping hazard, not using equipment following correct safety precautions
Materials of frames and lenses	<ul style="list-style-type: none"> Able to respond positively to customer concerns about the products recommended - utilising the benefits of the products Provides alternative product recommendations based on customer's needs and wants Makes clear links between recommended products and the customer's needs Explains the benefits of the products recommended 	<ul style="list-style-type: none"> Use a range of suitable questions to identify customer's needs Recommend suitable products based on customer requirements Explain the features of chosen products 	<ul style="list-style-type: none"> Uses poor questioning skills that do not identify the customer's requirements and or needs Does not sufficiently recommend products that meet the customer's' needs Give no explanation of features or benefits of the chosen products
Tools and equipment	<ul style="list-style-type: none"> Use either a manual or automatic focimeter to accurately measure prescriptions and lens measurements for single vision, bifocal and varifocals Uses a range of tools to make correct adjustments to spectacle frames Explains the range of tools and adjustments being made in a customer friendly manner 	<ul style="list-style-type: none"> Use either a manual or automatic focimeter Accurately take and use basic spectacle frame measurements to include at least length to bend as appropriate to the adjustment required Identify and correctly use tools and resources relevant to the customer interaction Correctly use facial measuring equipment to take pupil distances and heights as appropriate 	<ul style="list-style-type: none"> Unable to use either a manual or automatic focimeter Make adjustments without taking basic measurements Use tools incorrectly, leading to damage to spectacles Takes facial measurements incorrectly leading to incorrect ordering of products

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Quality and governance	<ul style="list-style-type: none"> Clearly explaining the processes and procedures you are following to your customer when completing records and maintaining confidentiality and data protection 	<ul style="list-style-type: none"> Follow company data protection and confidentiality policies Accurately complete all records required for your customers Follow procedures for supervision if required during the observation (if not observed Assessor to ensure this is covered in the PD) 	<ul style="list-style-type: none"> Clearly contravenes data protection regulations e.g. not logging out of computer screens, giving out customer information Creates illegible records Does not gain clinical supervision if required
Screening checks		<p>(if available in the workplace environment)</p> <ul style="list-style-type: none"> Complete a range of screening checks to include field screening ensuring customers understand the purpose and procedure Demonstrate safe use of screening equipment to include procedures for hygiene and comfort Accurate completion of customer records relating to screening checks Reassure customers throughout the screening process and clearly explain next steps 	<p>If Pre-screening is observed</p> <ul style="list-style-type: none"> Uses pre-screening machinery in an unsafe way with the potential to lead to incorrect results or customer injury Incorrectly explains screening checks leading to customer confusion or poor results Creates Illegible records

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: he Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Customer interactions, dispensing, fitting and adjustment of Spectacles	<p>Dispensing requirements</p> <ul style="list-style-type: none"> • Use a range of questions and communication methods to identify customer needs • Clearly identifying common ground and being able to maintain new or existing relationships • Adapting communication needs to meet and exceed the requirements of your customer • Clearly identifying and making multiple recommendations to the customer that clearly explain the features and benefits that are relevant to the customer's needs • Give a range of offers exploring these with your customer to identify the best option for them • Identify and select appropriate frames and lenses based on customer requirements, ensuring accurate fit and correct lens choice giving clear and detailed explanations to your customer as to why the choices are best suited for them • Offering a range of suitable frames to your customer based on their specific requirement and prescription needs • Correctly use facial measurement equipment to take pupil distances, BVD, heights and pantoscopic angle clearly explaining how and why these measurements are required and the implications of incorrect measurements • Maintaining a high level of rapport and 	<p>Dispensing requirements</p> <ul style="list-style-type: none"> • Use questions to identify customer needs • Offer suitable products to meet your customer's needs explaining the features using available resources • Explain suitable offers and their features • Identify and select appropriate frames and lenses based on customer requirements, ensuring accurate fit and correct lens choice, • Ensure good frame fitting, suitability and availability • Accurately take appropriate frame and spectacle lens measurements using available technologies to include PDs and vertical heights if required • Accurately record order details and explain collection procedures relevant to your customer and the business • Complete the sales transaction according to Company requirements <p>Collection requirements</p> <ul style="list-style-type: none"> • Greet customers follow Company procedures • Confirm customer's details and collection requirement • Inform the customer of the collection process and procedures in line with Company standards • Accurately check frame fit 	<p>Dispensing requirements</p> <ul style="list-style-type: none"> • Questioning techniques not used to identify the customers' requirements • Current offers and promotions are not explained to the customer • Customers' needs and wants are not taken into account when selecting products, leading to poor or incorrect product selection • Frame fitting is unsuitable for the customer which will lead to either injury • Measurements to be taken are not explained to the customer leading to incorrect measurements and or confusion • Order details are incorrectly entered leading to incorrect product ordering <p>Collection requirement</p> <ul style="list-style-type: none"> • Type of spectacles to be collected is not confirmed • Collection process is not discussed • Spectacle fitting and visual acuity is not checked • Required adjustments are not made • Adjustments to be made are not explained to the customer

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	<p>interest in the customer throughout the dispensing process</p> <ul style="list-style-type: none"> Clearly explain and confirm the order details reinforcing the features and benefits and process with your customer <p>During collection</p> <ul style="list-style-type: none"> Actively discuss and recommend additional products for care of spectacles Recommend other suitable products and services as appropriate to the store and the customer 	<ul style="list-style-type: none"> Accurately check visual acuity based on the prescription requirements Explain after sales services in line with Company standards 	
Professionalism	<ul style="list-style-type: none"> Customer expectations are exceeded consistently 	<ul style="list-style-type: none"> Maintain appropriate presentation and dress code in line with Company standards Actively promote the beliefs and values of the company Exhibit a positive and approachable attitude to customers and colleagues 	<ul style="list-style-type: none"> Poor personal presentation not in line with Company standards and or requirements Attitude towards customers and colleagues is rude and apprentice appears unapproachable
Safety orientated	<ul style="list-style-type: none"> Actively promote health and safety through safe working practices by ensuring a safe working environment inside and outside of own area of responsibility Respond to and report any identified risks within the limits of their own work area 	<ul style="list-style-type: none"> Follow safe working practices with all equipment used Ensure customers, colleagues and self are safe 	<ul style="list-style-type: none"> Safer working practices are not followed leading to potential injury or risk to customers, self and colleagues

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Appendix 3 Case study criteria

Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Health and safety	<ul style="list-style-type: none"> Explain the reasons for safe working practices showing knowledge of how these link to legislation and the implications of not following these 	<ul style="list-style-type: none"> Explain the health and safety procedures relevant to the dispense or collection 	<ul style="list-style-type: none"> Health and safety requirements are not explained at any point in the case study
Materials of frames and lenses	<ul style="list-style-type: none"> Explain the extended range of products to include at least one of the following sports eyewear, safety eyewear, occupational lenses and sun eyewear that could benefit the customer Explain the limitations and benefits of recommended products 	<ul style="list-style-type: none"> Explain the legal requirements of products dispensed Explain the features of frame and lenses dispensed to the customer 	<ul style="list-style-type: none"> Features of the frames and lenses dispensed are not explained Any legal requirements of the products selected are not identified or explained
Tools and equipment	<ul style="list-style-type: none"> Explain the importance of using appropriate tools and why we use them Explain how tools and equipment are used to enhance the customer journey and support the Optical Assistant and not to replace them Explains all equipment used for taking measurements to include pupil distance, length to bend, vertical heights BVD and pantoscopic angle Explains the benefits of using frame adjustment tools 	<ul style="list-style-type: none"> Explain the equipment used to take both frame and lens measurements Explain what tools were used during spectacle adjustments 	<ul style="list-style-type: none"> Explanation of the measurements taken is not given Tools relevant to the adjustments made are not explained

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Quality and governance		<ul style="list-style-type: none"> • Explain procedures for referral to suitable colleagues for support and guidance when required to comply with GOC policies and procedures during spectacle dispensing 	<ul style="list-style-type: none"> • If GOC supervision is required for dispensing to take place this has not been explained and supervision was not gained
Customer interactions, dispensing, fitting and adjustment of Spectacles	<p><u>Dispensing</u></p> <ul style="list-style-type: none"> • Explain the products offered to your customer and why these were benefits • Explain the offers that were available and the benefit to your customer based on their needs • Explain how frame and spectacle lens measurements are taken using available technologies to include pantoscopic angle, BVD, and length to bend • Keep your customer informed of your actions throughout the dispensing process • Seek guidance and supervision following GOC requirements, and showing knowledge of the implications of not doing this 	<p><u>Dispensing</u></p> <ul style="list-style-type: none"> • Explain the use of questions to identify customer needs • Explain the products offered to your customer and how they met their needs • Explain the offers that were available to your customer based on their needs • Explain how you selected frames based on customer requirements, accurate fit and prescription requirements • Explain how frame and spectacle lens measurements are taken using available technologies to include heights and pupil distances • Explain the collection process to customers during dispensing 	<p><u>Dispensing</u></p> <ul style="list-style-type: none"> • No explanation of the questions used • No explanation of the product choices made and how these were relevant to the customer or incorrect product choices which did not sufficiently meet the customer's requirements • Frame fitting and spectacle lens measurements are not explained <p><u>Collection</u></p> <ul style="list-style-type: none"> • Collection process not included • How visual acuity for near vision and fit was checked is not explained • After sales services not explained

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Customer interactions, dispensing, fitting and adjustment of Spectacles		<u>Collection</u> <ul style="list-style-type: none"> • Explain how you confirm customer’s details and collection requirement • Inform the customer of the collection process and procedures in line with Company standards • Explain how near visual acuity is checked during collection • Explain Company after sales services • Complete the sales transaction according to Company requirements, ensuring all payments and or paperwork is accurately completed and store 	

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Appendix 4 Professional discussion criteria

Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Health and safety	<ul style="list-style-type: none"> • Show detailed knowledge of what and how procedures are put in place to ensure a safe working environment and to comply with the Health and Safety at Work Act • Explain potential risks and hazards to self and customer, and the actions needed to rectify • Know how and where to report hazards according to Company policies • Have a sound understanding of the evacuation process • Explain the use of Personal Protective equipment (PPE) relevant to the Company and your role 	<ul style="list-style-type: none"> • Show an understanding of health and safety processes and procedures within the workplace environment • Explain procedures in place relating to health and safety to include the use of equipment and ensuring customer safety • Explain the Company procedure and processes for reporting of accidents and emergencies and carrying out evacuations • Identify First Aiders, Fire Wardens, First Aid boxes etc 	<ul style="list-style-type: none"> • Company procedures for fire evacuation and or reporting accidents cannot be explained • Safe use of equipment cannot be explained

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Materials of frames and lenses	<ul style="list-style-type: none"> • Explain the benefits of 3 frame materials • Explain the benefits of 3 lens materials and or coatings • Explains the benefits of a range of additional specialist products within the Employer’s range e.g. safety spectacles, sports spectacles, occupational lenses or contact lenses 	<ul style="list-style-type: none"> • Explain the features of 3 frame materials • Explain the features of 3 lens materials and or coatings • Explain allergic reactions that may occur with frame materials • Have a basic understanding of the legal requirements of coatings tints and safety glasses (if not covered in case study) • Explain the relationship between frame fit and suitability to include frame sizing, pupil distances and lens thickness 	<ul style="list-style-type: none"> • Cannot explain the features of 3 frame materials • Cannot explain the features of at least 3 lens materials • Cannot explain basic legal requirements of tints and safety glasses (if not covered in case study) • Cannot explain the relationship between frame fit and suitability to include frame sizing, pupil distances and lens thickness
Tools and equipment	<ul style="list-style-type: none"> • Can explain the benefits of the use of the correct tools process and the benefits of these • Explain the use of BS tolerances to ensure spectacle prescription accuracy 	<ul style="list-style-type: none"> • Explain Company processes and procedures if products are damaged and or broken during adjustment or repair • Explains criteria to check fitting and adjustments • Explain how and when 3 different tools would be used in the adjustment • Explain the purpose and uses of screening equipment in the customer journey 	<ul style="list-style-type: none"> • Cannot explain Company processes and procedures if products are damaged and or broken during adjustment or repair • Cannot explain a minimum of how and when 3 different tools would be used in the adjustment

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Quality and governance	<ul style="list-style-type: none"> • Explain the impact of not following NHS policies and procedures and the importance of the NHS as a customer • Can explain Company procedures and policies to ensure adherence to the Data Protection Act including sub policies, (social media policies etc.) • Able to identify who can conduct what tasks in accordance with GOC policies and procedures • Explain the legal requirements governing the sale of optical products as stipulated in the Opticians Act • Explain GOC policies and procedures, and the requirements of supervision and the impact of not following these policies on self, supervising colleague and the wider business 	<ul style="list-style-type: none"> • Explain what you are or not allowed to do according to GOC policy • Explain NHS regulations and voucher usage for GOS 1-3 • Explain GOC policies and procedures, and the requirements of supervision and the potential impact of not following these policies on self • Explain your role in adhering to the Data Protection Act 	<ul style="list-style-type: none"> • Cannot explain GOC supervision requirements • Cannot explain how data protection is maintained within the work place • Cannot explain how NHS vouchers are issued and who they should be completed for submission

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Screening checks	<ul style="list-style-type: none"> • Knowledge of eye and medical conditions screened for e.g. glaucoma, macular degeneration, diabetes, and can explain a symptoms and treatment for at least two of the conditions listed 	<ul style="list-style-type: none"> • Explain why pre-screening checks are carried out • Explain the ocular conditions that are detected during pre-screening • Explain when to refer to a qualified professional during pre-screen activities • Explain the screening process in a customer friendly manner (if not sufficiently covered during observation) • Explain how you could reassure customers during the screening process 	<ul style="list-style-type: none"> • Cannot explain the purpose of pre-screening checks • Cannot explain the requirements of supervision during pre-screening • Cannot explain information that cannot be given by an Optical Assistant during pre-screening

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Customer interactions, dispensing, fitting and adjustment of Spectacles	<p>Dispensing</p> <ul style="list-style-type: none"> • Explain why it is important to identify and overcome barriers to communication • Explain how effective questioning supports product recommendations and product choices • Explain the different defects of vision customers may have, and how these effect product choice and recommendations • Explain why pantoscopic angle and Back Vertex Distance are important during dispensing • Explain how frame sizing effects overall fit and suitability <p>Collection</p> <ul style="list-style-type: none"> • Explain why and how near visual acuity is checked at collection and its importance in managing customer expectations • Explain the meaning of near visual acuity and how this is used during the collection process Explain the components of a written prescription to include sphere / cyl / axis / near add / visual acuity and back vertex distance 	<p>Dispensing</p> <ul style="list-style-type: none"> • Explain a minimum of 3 communication barriers that may be faced and the different communication methods that could be used to overcome these • Describe myopia, hypermetropia, presbyopia and astigmatism in a customer friendly way • Explain the instruments that are used to take accurate measurements for all vision types not covered in the observation (assessor to ensure that single vision and multifocal lenses and prescriptions up to +/- 10 are included) • Explain the components of a written prescription to include sphere / cyl / axis / near add • Explain the safety precautions taken when taking measurements in close proximity to a customer <p>Collection</p> <ul style="list-style-type: none"> • Explain how near visual acuity is checked during spectacle collection 	<p>Dispensing</p> <ul style="list-style-type: none"> • Cannot explain a minimum of at least 3 communication barriers that may be faced and the different communication methods that could be used to overcome these • Cannot describe myopia, hypermetropia, presbyopia and astigmatism in a customer friendly way • Cannot explain when a BVD and pantoscopic angle are required and the effects of these measurements • Cannot explain the components of a written prescription to include sphere / cyl / axis / near add in a customer friendly way <p>Collection</p> <ul style="list-style-type: none"> • Cannot explain how visual acuity is checked during spectacle collection

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Professionalism	<ul style="list-style-type: none"> Explain how own attitude can impact customers and colleagues giving examples Understanding how the Equality Act impacts on the employer's environment and can give examples 	<ul style="list-style-type: none"> Explain how own attitude can impact customers and colleagues and the brand Explain how you maintain a professional standard in appearance and attitude in accordance to company standards 	<ul style="list-style-type: none"> Cannot explain how own attitude can impact customers and colleagues and the brand Cannot explain how you maintain a professional standard in appearance and attitude in accordance to company standards
Self-development	<ul style="list-style-type: none"> Can identify multiple areas of self-development Has taken steps to plan/think about future career and next steps 	<ul style="list-style-type: none"> Explain how self-development has been managed Describe how colleagues and training providers have been used to support self-development Explain how feedback has been used to help plan and improve own ability Explain how relationships have been maintained with your employer to enable successful completion of the learning journey Can explain one area of continued development Is aware of next steps in their career opportunities 	<ul style="list-style-type: none"> Cannot explain how self-development has been managed Cannot describe how colleagues and training providers have been used to support self-development Cannot explain how feedback has been used to help plan and improve own ability Cannot explain how relationships have been maintained with your employer to enable successful completion of the learning journey Cannot explain one area of continued development Is unaware of next steps in their career opportunities

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Area of Standard	Distinction criteria: the Apprentice must display 70% of the following	Pass criteria: the Apprentice must display all of the following	Fail criteria: the Apprentice will display any of the following
Safety orientated	<ul style="list-style-type: none"> • Explain how to positively encourage colleagues to follow safe working practices 	<ul style="list-style-type: none"> • Explains safe working practices with all equipment used • Ensure customers, colleagues and self are safe • Explain how to report any identified risks 	<ul style="list-style-type: none"> • Cannot explain basic safe working practices • Cannot explain how to report any identified risks