

THINK ABOUT

OPTICAL ASSISTANT CASE STUDY

END-POINT ASSESSMENT



As part of your Optical Assistant apprenticeship you will need to produce a case study. Your case study is your opportunity to demonstrate the skills and knowledge you have learnt and applied throughout your apprenticeship.

After entering the gateway you will have three weeks to complete your case study. Your case study should evidence not only what you have done and how you did it, but also why certain procedures or processes were put in place linking to your company policies and procedures and/or legislation.

In order to provide the best variety of evidence, your case study must cover a multifocal customer dispense and collection. Throughout the case study try to provide details and explain the customer scenarios you dealt with following your apprenticeship gateway meeting.

Your case study will need to be supported, using evidence from the customer experience. It must include, but is not limited to, copies of orders and receipts, which should be added in an appendix (suitably redacted to maintain confidentiality). For example, due to confidentiality the case study should be completely anonymised, referencing as 'the customer' or similar.

The case study format should be set out to cover three areas for completion:

- product selection
- spectacle dispensing
- spectacle collection

In order to provide sufficient detail, your case study must be a minimum of 3500 words, not exceeding 3850 words, and must be completed during normal working hours within the employer's workplace.

Assessment Tip 1: Remember you can only start your case study and use evidence within your case study after your gateway meeting.

Assessment Tip 2: You have three weeks to complete your case study.

Assessment Tip 3: Appendices will not count as part of the final word count.

The following is an example of how you may wish to structure your case study:

An introduction to the customer

- Start at the handover, as the customer leaves the test room, including details of whether they are introduced, initial interactions, etc.
- An explanation of what the optician has recommend and why, and that they have established the customer's needs, identifying which questions they need to ask the customer
- Prescription must be attached/included
- (Est. 400-600 words)

Frame and lens selection

- What they recommended, selected and why, relating this to the customer's needs
- (Est. 1,000-1,200 words)

Accurate fitting and measurements of frames

- Completed the payment/transaction
- Informed the customer of their next steps for collection, and why
- (Est. 1,000-1,200 words)

Policies and procedures

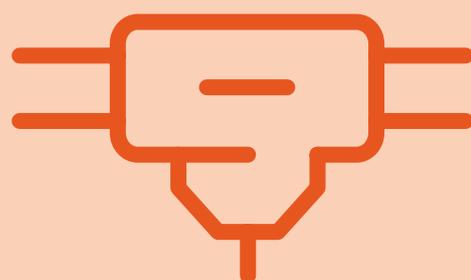
- Explain what they have done and why, and how they have kept in line with guidelines and regulations
- (Est. 200-400 words)

Collection

- Fitting and vision of spectacles should be checked again
- Checked for near visual acuity
- Included after care advice
- (Est. 600-800 words)

Your case study will be assessed against the criteria included in the tables on the following pages. Use the text boxes in each table to make notes or detail scenarios which will help you plan your case study and meet the standards required to achieve your apprenticeship.

OPTICAL ASSISTANT



Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Health and Safety
<p>Explain the health and safety procedures relevant to the dispense or collection</p> <p>Distinction Criteria <i>Explain the reasons for safe working practices showing how these link to legislation and the implications of not following these practices</i></p>	<p>Notes (include customer evidence if possible).</p>
Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Materials of frames and lenses
<p>Explain the legal requirements of products dispensed</p> <p>Explain the features of frame and lenses dispensed to your customers</p> <p>Distinction Criteria <i>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</i></p> <p><i>Explain the limitations and benefits of products you recommended to a customer</i></p>	<p>Notes (include customer evidence if possible).</p>

Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Tools and Equipment
<p>Explain the equipment used to take both frame and lens measurements</p> <p>Explain what tools were used during spectacle adjustments</p> <p>Distinction Criteria <i>Explain the importance of using appropriate tools and why they are used</i></p> <p><i>Explain how tools and equipment are used to enhance the customer journey and support the optical assistant and not to replace them</i></p> <p><i>Explain all equipment used for taking measurements to include pupil distance, length to bend, vertical heights, BVD and pantoscopic angle</i></p> <p><i>Explain the benefits of using frame adjustment tools</i></p>	<p>Notes (include customer evidence if possible).</p>

Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Quality and Governance
<p>Explain the procedures you follow when you need to refer to colleagues for support and guidance. For example, when you are required to comply with GOC policies and procedures during spectacle dispensing.</p> <p>Distinction Criteria <i>There are no distinction criteria for this element</i></p>	Notes (include customer evidence if possible).
Assessment Criteria (Distinction Criteria are indicated in <i>italics</i>)	Customer interactions, dispensing, fitting and adjustment of spectacles
<p>Dispensing</p> <p>Explain how you use of questions to identify customer needs</p> <p>Explain the products you offered to your customer and how they met their needs</p> <p>Explain the offers that were available to your customer based on their needs</p> <p>Explain how you selected frames based on customer requirements, accurate fit and prescription requirements</p> <p>Explain how frame and spectacle lens measurements are taken using available technologies to include heights and pupil distances</p> <p>Explain the collection process to customers during dispensing</p>	Notes (include customer evidence if possible).

Distinction Criteria	Notes (include customer evidence if possible).
<i>Explain the products offered to your customer and why these were beneficial to the customer</i>	
<i>Explain the offers that were available and the benefit to your customer based on their needs</i>	
<i>Explain how frame and spectacle lens measurements are taken using available technologies to include pantoscopic angle, BVD, and length to bend</i>	
<i>Keep your customer informed of your actions throughout the dispensing process</i>	
<i>Seek guidance and supervision following GOC requirements, and showing knowledge of the implications of not doing this</i>	

<p>Collection</p> <p>Explain how you confirm customer's details and collection requirements</p> <p>Inform the customer of the collection process and procedures in line with company standards</p> <p>Explain how near visual acuity is checked during collection</p> <p>Explain companies after sales services</p> <p>Complete the sales transaction according to company requirements, ensuring all payments and/or paperwork is accurately completed and stored</p> <p>Distinction Criteria <i>There are no distinction criteria for this element</i></p>	<p>Notes (include customer evidence if possible).</p>
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