

# Highfield Level 3 End-Point Assessment for Spectacle Maker

## Mock Assessment Materials

### Direct Observation

Knowledge - Health & Safety		
Ref	Assessment Criteria	Achieved
HS2	Knows the potential hazards present in the lab working environment, how to deal with them and implement waste disposal according to product	
Assessment Criteria - (Distinction)		
HS4	Knowledge of COSHH and the products under its regulations, the implications of poor hazard/risk analysis and waste disposal, and detail the potential environmental issues in both the lab and wider business	

<b>Knowledge - Tools</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
T02	Can detail the processes and systems required to effectively glaze a variety of lenses	
T03	Know when to do a calibration and what is involved; correct errors on edger displays	
T04	Can carry out basic optical equipment maintenance, record what is done and any outcomes. Describe the consequences of a poor maintenance regime	
<b>Assessment Criteria - (Distinction)</b>		
T06	Knows how to set up more complex lenses/frames to glaze, and can explain the operation of a number of optical equipment items	
T07	Can plan for and carry out calibration, examine any data provided and determine the outcome, analyse error messages and know how to interpret the data	
T08	Performs detailed first-line maintenance, records data and can analyse its meaning and potential issues, and provide detailed description of the results of poor maintenance	

<b>Knowledge - Quality</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
QU4	Can spot faults in cut and uncut lenses, check shapes are symmetrical and assess cosmetic appearance to company and industry standards	
QU5	Knows how to deal with a variety of frame materials and can check the finished job against the order for the right parameters at QC. Can correctly check against standards and take the correct action if incorrect. Use of manual and automatic focimeter types	
<b>Assessment Criteria - (Distinction)</b>		
QU9	Can provide reasons for faults and errors found and how to correct them, knows how to adjust symmetry issues before and/or after cutting, and can accurately use company and industry standards to assess quality	
QU10	Can explain the differences between various frame materials, how they are handled and cleaned, and set up adjustments. Accurately check orders and explain how/why certain actions are performed. Good knowledge of standards and tolerances, and taking corrective action if errors found. Use of manual and automatic focimeter types	

<b>Knowledge - The manufacture, service and repair of spectacles</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
MS8	Understands how quality management has an impact on the lab performance and knows the internal structure. Can identify tolerances as required and knows how to process an order that does not comply	
MS9	Knows how to process new stock products through the lab, use records and systems correctly, and identify stock-holding issues	
MS10	Can discuss technical queries with colleagues to a successful conclusion	
	<b>Assessment Criteria - (Distinction)</b>	
MS18	Can describe the consequences of poor quality management, describe the process in place and how it fits with other store data, use tolerances and standards accurately and detail the processes for dealing with errors found	
MS19	Knows how to process stock in and out using the systems in place, audit and manage stock accurately and ensure the products are stored correctly	
MS20	Can describe the details around why the order has a technical question, and how to resolve it	

<b>Skills - Health &amp; Safety and working environment</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
HW3	Can demonstrate understanding of the needs of Health and Safety at Work etc. act, any company standards that apply, COSHH regulations and how this information is communicated in the business	
	<b>Assessment Criteria - (Distinction)</b>	
HW6	Can describe the importance of following, and consequences of not following, health and safety guidelines and company standards. Can explain the reasons for COSHH regulations, and describe the process for reporting incidents	

<b>Skills - Technical interpretation and understanding</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
TI3	Can deal with basic technical enquiries and customer interaction	
<b>Assessment Criteria - (Distinction)</b>		
TI6	Can demonstrate effective technical resolution, and comfortably communicate with customers in a wide range of situations	

<b>Skills - Manufacturing and repair processes</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
MR7	Knows how to process new stock products through the lab, use records and systems correctly, and identify stock issues	
MR8	Prepare various lenses for glazing. Set up machinery for different types of lenses and frames. Cut and fit lenses. Hand edge lenses to fit. Set up frames for QC. Inspect and report on finished glasses. Set up and glaze a non-standard job	
MR9	Can prepare a variety of lens and frame types for glazing	
<b>Assessment Criteria - (Distinction)</b>		
MR16	Knows how to process new and existing orders for stock products in and out using the systems in place, audit and manage stock accurately and ensure the products are stored correctly	
MR17	Provide further commentary on more detail around these processes; why set up edgers in a particular way; when to hand edge, when not to; how to correct sizing issues on the edger; how to adjust various frame types/materials and what set-up is expected; can prepare a detailed report on finished jobs, whether correct or if faults were found	
MR18	Can apply further special instructions/settings on equipment used	

<b>Skills - Tools and equipment</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
TE1	Knows the basic needs of maintenance of equipment and the recording of data, and knows the benefits/disadvantages of this	
<b>Assessment Criteria - (Distinction)</b>		
TE2	Can maintain all lab equipment to a satisfactory level, record any resultant information logically and can identify the extended issues of poor maintenance	

<b>Skills - Quality</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
QT4	Can resolve basic errors and problems effectively	
QT5	Understanding the basic principles of quality checking and can perform QC practically. Understand different production checks and describe how they use standards	
QT6	Functional understanding of QC process, essential tolerances and standards. Can identify and rectify errors found, and manage the process of remaking an order	
QT7	Demonstrate the final checks and processes in place, how this is documented and processed for dispatch	
QT8	Can describe the variations for different order types	
<b>Assessment Criteria - (Distinction)</b>		
QT12	Can deal with more complex order errors and resolve issues accurately and with limited/no supervision	
QT13	Can explain the benefits of good QC process, and process more complex orders through quality checking, using standards accurately and describing how/why. Good knowledge of different elements of product quality checking	
QT14	Detailed knowledge of QC process and the tools and standards used. Tolerance knowledge is good, with ability to use without prompts. Can identify, correct and advise on errors, faults or challenges with completing an order correctly, and manage the entire remake process	

QT15	Describe the reasons for quality checking, how this varies from start to finish, the various dispatch and documentation processes for different orders, and costs applicable to different types of order	
QT16	Understands the reasons and routes for different order types and how/why they are packaged accordingly	

<b>Behaviours - Professionalism</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
PR1	Can discuss appropriate and work-based content effectively and considerately with others, maintaining an appropriate attitude to work, while maintaining focus on the job and tasks as required	
	<b>Assessment Criteria - (Distinction)</b>	
PR2	Understands the needs of others in the work environment, and can react positively to work requests as required. Has a positive approach to work requests and can demonstrate an empathic approach to others	

<b>Behaviours - Safety orientated</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
SO1	Understands the importance of COSHH and PPE, can describe and demonstrate the use of both in their workplace	
	<b>Assessment Criteria - (Distinction)</b>	
SO2	Can describe the individual and corporate needs of COSHH and PPE in their workplace in detail and how/when they are applied, and assist in non-lab staff being made aware	