



# T Level Technical Qualification in Healthcare Science

Occupational specialism assessment (OSA)

## Optical Care Services

Assignment 1 - Pass

Guide standard exemplification materials

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## Optical Care Services

Assignment 1

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## Introduction

The material within this document relates to the Optical Care Services occupational specialism sample assessment. These exemplification materials are designed to give providers and students an indication of what would be expected for the lowest level of attainment required to achieve a pass or distinction grade.

The examiner commentary is provided to detail the judgements examiners will undertake when examining the student work. This is not intended to replace the information within the qualification specification and providers must refer to this for the content.

Assignment 1 is a practical skills assignment where students must demonstrate a range of knowledge, understanding and skills based on a set of patient scenarios with patients.

After each live assessment series, authentic student evidence will be published with examiner commentary across the range of achievement.

# Task 1: patient interaction 1

## Brief

You are working as an optical assistant in a local practice. A new patient visits the practice because they are experiencing some eye related symptoms.

## Task

You must assist the patient by completing the following:

- greet the patient and discuss their reason for visiting, confirming their details
- carry out a triage and complete the relevant documentation
- discuss the symptoms that the patient is experiencing with the optometrist
- carry out the appropriate next steps, including explaining these to the patient

## Student evidence

I observe the student greeting the patient with a smile and asking them how they can help.

After discovering they have been having some eye related symptoms, the student explains that they will need to ask further questions and complete a triage form.

The student records the date and time on the triage form and includes their name as the staff member. They tick that the patient is in the practice.

They ask the patient their full name, address, date of birth and GP, complying with the General Data Protection Regulation (GDPR). They ask for the patient's consent to hold the information and explain that it will be kept as part of their records. The student records the information on the form.

They ask them to explain the problem and I observe the student making notes on the form.

They also ask if they wear contact lenses, or have had any recent trauma or any recent eye surgery, to which the patient responds that they wear contact lenses. I observe the student making notes on the form.

They ask how long they have had the issue and which eye is affected. The patient responds that they have had the issue in their right eye for 2 days.

They ask if they are experiencing any pain, sensitivity to light, redness, change in vision or discharge. The patient responds that they are not experiencing pain, but that there is redness in the eye. The patient asks what the other questions were. The student asks if they have any sensitivity to light, to which the patient says no. The student asks if there has been a change in vision; the patient says no. The student asks if there is any discharge; the patient says no. The student makes notes on the form.

They ask whether there are any flashes or floaters and if there are any shadows or veils in their vision. The patient says no, and the student makes notes on the form.

They ask if there are any other symptoms not already mentioned. The patient says no.

They summarise the information back to the patient and ask them if they are happy to wait while they speak to the optometrist.

The student speaks to the optometrist, summarising the information gained from the patient. They explain that the patient has had a red eye for a few days with no change to their vision or any other symptoms, no recent trauma or ocular surgery. The student uses appropriate technical language, but the optometrist needs to gain some

clarification from the student. The optometrist asks how long exactly they have had the red eye and asks if the patient has confirmed that there is no pain, floaters, discharge, or sensitivity to light. The student confirms that they are not experiencing those symptoms and have had the red eye for 2 days.

Following the advice from the optometrist, the student returns to the patient and confirms that an emergency appointment needs booking by the end of the day at the practice. This is booked and the time confirmed with the patient. They ask the patient to remove their contact lenses and ensure they bring the lenses to the appointment.

They ask the patient if they have any further questions. The patient asks if there will be a charge for the appointment. The student clarifies that there will be no charge.

They end the conversation by thanking the patient for their patience and explaining that they hope the problem will soon be resolved for them, and that they will see them again at their appointment later.

## Task 2: patient interaction 2

### Brief

You are working as an optical assistant within a local practice, and you have been working on the front desk supporting patients throughout the day, on a meet and greet basis.

An existing patient has visited the practice and would like to order a new supply of contact lenses.

### Task

You must manage the patient's query by completing the following, in line with current regulations relating to the supply of contact lenses:

- greet the patient and discuss their reason for visiting
- confirm their details and check their records
- determine the appropriate course of action for the patient, explaining the reasoning for this course of action to the patient

### Student evidence

I observe the student greeting the patient with a smile and asking how they can help.

The patient explains that they wish to collect their contact lenses and the student asks them to confirm their personal details. This is done in a private area which adheres to GDPR. They ask the patient when their last checks were, to which the patient gives these details.

The student explains that the patient is overdue for both a sight test and aftercare so these will both need to be booked before contact lenses can be supplied.

They explain that the sight test will need to be attended whilst wearing their glasses but to bring their contact lenses with them.

The aftercare will need to be attended wearing contact lenses; however, they must bring their glasses with them.

The student asks what time would be suitable for the patient and makes appointments for both at a convenient time for the patient. They ask the patient how they would like to receive confirmation (appointment card/text message and/or email). The patient asks for a text message. The student ensures that all data is up-to-date for the text message to be sent and GDPR consent is confirmed.

The student thanks the patient, asks the patient if there is anything else they can help them with (the patient says no), and says they look forward to seeing them at their appointment.

## Examiner commentary

The student demonstrated basic knowledge of the initial greeting process to follow and the questions to ask to complete the enquiry.

The student demonstrated a basic understanding of the relevant information required and completed the records accurately. They recognised any errors and appreciated when further questioning may be required (for example, the contact lenses could not be collected without further appointments being booked).

The student respected the safety, care and confidentiality of the patient by referring to the optometrist, where relevant, for further advice. They adhered to GDPR legislation by asking the patient to provide their personal details and ensuring they sought consent to store the data for future use.

The student demonstrated a good level of knowledge and understanding when completing the patient's records by ensuring that they used relevant detail, and appointments were confirmed accurately, using the requested format.

To improve their responses, the student could demonstrate further understanding of the confidentiality and GDPR guidelines by specifically addressing this with the patient. They could have informed them that the data will not be shared with any third parties, and of the reason why the data is being stored.

The student could also have explained the patient's condition more thoroughly to the optometrist in the first instance to ensure that the optometrist had a clear understanding of the situation and did not have to ask for clarification. The student also could have expanded on their questioning to gather other relevant information from the patient.

## Overall grade descriptors

The performance outcomes form the basis of the overall grading descriptors for pass and distinction grades.

These grading descriptors have been developed to reflect the appropriate level of demand for students of other level 3 qualifications and the threshold competence requirements of the role, and have been validated with employers within the sector to describe achievement appropriate to the role.

Grade	Demonstration of attainment
Pass	The student demonstrates good knowledge and understanding of the topics and the optical/healthcare context in which it lies.
	The student demonstrates good levels of professional practice, including record keeping, whilst carrying out tasks/activities, showing respect to safety, care and confidentiality for patients, colleagues and oneself.
	The student has an appreciation of the action to be taken when errors occur.
	The student demonstrates a good understanding of their own development with some learning through reflective practice.
	The student demonstrates good skills and knowledge of the relevant concepts and techniques reflected in an optical setting and generally applies this across different contexts.
	The student demonstrates good practical skills, showing respect for safety, care and confidentiality for patients, colleagues and oneself.
	The student can interact with a range of staff and patients and has good knowledge and understanding of prescriptions, spectacles and lenses across a range of contexts.
Distinction	The student demonstrates excellent knowledge and understanding of the topics and appreciation of the optical/healthcare context in which it lies.
	The student demonstrates excellent levels of professional practice, including record keeping, whilst carrying out tasks/activities, applying them in the optical context.
	The student shows respect for safety, care and confidentiality for patients, colleagues and oneself.
	The student fully acknowledges when errors occur and the reporting process.
	The student demonstrates a good insight to their own development, demonstrating significant learning through reflective practice.
	The student draws on reflective practice and relates their development and learning to work in practice.
	The student demonstrates excellent practical skills, showing respect for safety, care and confidentiality for patients, colleagues and oneself.
	The student can interact with a broad range of staff and patients and displays an excellent range of knowledge and understanding of prescriptions, spectacles and lenses across a range of contexts.

## Document information

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## Change History Record

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