



T Level Technical Qualification in Healthcare Science 603/7083/X

Occupational specialism assessment (OSA)

Optical Care Services

Assignment 3: observation of spectacle dispensing, verification and collection, adjustments, and repair skills

Mark Scheme

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Assignment 3

Contents

Introduction	3
Marking guidelines	4
General guidelines	4
Guidelines for using marking grids	4
Indicative content	5
Practical skills assessment.....	5
Task 1: dispensing	6
Task 1 (a) and (b): communication skills	7
Task 1 (a): confirm a suitable frame and lens option.....	11
Task 1 (b): carry out appropriate measurements and complete the Job Order Form	14
Task 2: verification and collection, and adjustments	17
Task 2 (a) (i): undertake spectacle verification for the job which has returned from the laboratory	18
Task 2 (a) (ii): complete the collection process with the patient	20
Task 2 (b) (i): carry out a length to bend adjustment as requested by the dispensing optician.....	23
Task 2 (b) (ii): carry out adjustment of the splay and frontal angle of pads as requested by the dispensing optician.....	26
Task 3: repairs	29
Task 3 (a): carry out repairs for metal frame spectacle (patient 1)	30
Task 3 (b): carry out repairs for plastic frame spectacle (patient 2).....	32
Change history record	34
Document information	35

Introduction

This Mark Scheme has been written by the assessment writer and refined by a panel of subject experts through the external assessment writing process and at standardisation meetings.

The purpose of this Mark Scheme is to give you:

- criteria to support assessment of the observed skills expected from a student
- information on how individual marks are to be awarded
- the total marks for each task.

SAMPLE

Marking guidelines

The Mark Scheme for the practical assignment comprises of marking grids and indicative content.

The following marking grids **must** be used to assess students and award marks for the skills and underpinning knowledge they demonstrate.

Descriptive information should be captured by assessors in the Observation Record Form, which can be found in the Guidance for Tutors and Supporting Documents. This will serve as evidence of the skills demonstrated and the quality of students' performance during the practical assignment. Notes can follow the flow of the task and how the student completes them, rather than attempting to assign evidence against the criteria at this stage.

General guidelines

You **must** apply the following marking guidelines to all marking undertaken throughout the marking period. This is to ensure fairness to all students, who **must** receive the same treatment. You **must** mark the first student in exactly the same way as you mark the last.

- The Mark Scheme **must** be referred to throughout the marking period and applied consistently. Do **not** change your approach to marking once you have been standardised.
- Reward students positively giving credit for what they have shown, rather than what they might have omitted.
- Utilise the whole mark range and always award full marks when the response merits them.
- Be prepared to award zero marks if the student's response has no creditworthy material.
- Do **not** credit irrelevant material that does not answer the question, no matter how impressive the response might be.
- The marks awarded for each response should be clearly and legibly recorded.
- If you are in any doubt about the application of the Mark Scheme, you **must** consult with your team leader or the chief moderator.
- The indicative content is non-exhaustive and should be used as an illustrative guide and **not** used as an exemplar or checklist.

Guidelines for using marking grids

Marking grids have been designed to award a student's response holistically and should follow a best-fit approach. The grids are broken down into bands, with each band having an associated descriptor indicating the performance at that band. You should determine the band before determining the mark.

When determining a band, you should use a bottom-up approach. If the response meets all the descriptors in the lowest band, you should move to the next one, and so on, until the response matches the band descriptor. Remember to look at the overall quality of the response and reward students positively, rather than focusing on small omissions. If the response covers aspects at different bands, you should use a best-fit approach at this stage and use the available marks within the band to credit the response appropriately.

When determining a mark, your decision should be based on the quality of the response in relation to the descriptors. You **must** also consider the relative weightings of the performance outcomes (POs), so as

not to over / under credit a response. Standardisation materials, marked by the chief moderator, will help you with determining a mark. You will be able to use exemplar student responses to compare to live responses, to decide if it is the same, better or worse.

Indicative content

Indicative content has been provided as a guide to help assessors understand what should be expected in a student's performance to allow for a marking judgement to be made. You are reminded that the indicative content provided is there as a guide, and therefore, you **must** credit any other suitable responses a student may produce. It is **not** a requirement that students cover all of the indicative content to be awarded full marks.

Practical skills assessment

This assessment requires students to complete the following tasks:

- task 1: dispensing
- task 2: verification and collection, and adjustments
- task 3: repairs.

Task 1: dispensing

Brief

You are working as an optical assistant, and a new patient brings a copy of their most recent sight test prescription from another practice for dispensing. They would like some new spectacles following a recent cataract operation in one eye. There is a developing cataract in the other eye.

The patient informs you that they sometimes wear a hearing aid, but they are not wearing it today.

You should undertake your normal dispensing routine, obtaining any further information you may require.

You should then complete the sale and send an order to the laboratory.

Task

You must carry out the dispensing of the prescription by completing the following:

1 (a): confirm a suitable frame and lens option with the patient to include:

- confirming the patient's details and the reason for their visit whilst completing the Patient Record Form
- discussing and confirming frame and lens requirements.

1 (b): carry out appropriate measurements and complete the Job Order Form to include:

- providing the patient with appropriate information
- completing the Job Order Form
- closing the dispense.

[48 marks]

Task 1 (a) and (b): communication skills

Band	Level descriptor
<p>4 (13 to 16 marks)</p>	<p>The student demonstrates excellent communication skills with the patient, establishing rapport to an excellent level. They ensure the majority of the patient's needs, including the most important, are met by demonstrating an excellent use of appropriate questioning techniques throughout the interaction.</p> <p>The student demonstrates excellent communication skills when discussing frame and lens options with the patient. They identify the majority of the factors, including the most important, that should be considered prior to a decision being made for both recommended and non-recommended options.</p> <p>The student demonstrates excellent communication skills when explaining the measurement process with the patient, including demonstrating excellent levels of attention to detail that allow for the patient to confidently confirm they are comfortable and give consent for measurements to be taken.</p> <p>The student demonstrates excellent levels of communication skills when closing the dispense, ensuring the patient is aware of all information regarding the next steps.</p>
<p>3 (9 to 12 marks)</p>	<p>The student demonstrates good communication skills with the patient, establishing rapport effectively. They ensure the patient's most important needs are met by demonstrating a good use of appropriate questioning techniques throughout most of the interaction.</p> <p>The student demonstrates good communication skills when discussing frame and lens options with the patient. They identify the most important factors that should be considered prior to a decision being made, including for both recommended and non-recommended options.</p> <p>The student demonstrates good communication skills when explaining the measurement process with the patient, including demonstrating good levels of attention to detail that allow for the patient to confirm they are comfortable and give consent for measurements to be taken.</p> <p>The student demonstrates good levels of communication skills when closing the dispense, ensuring the patient is aware of most information regarding the next steps.</p>

Band	Level descriptor
<p>2 (5 to 8 marks)</p>	<p>The student demonstrates moderate communication skills with the patient, establishing some rapport. They ensure some of the patient's most important needs are met by demonstrating an adequate use of appropriate questioning techniques throughout some parts of the interaction.</p> <p>The student demonstrates reasonable communication skills when discussing frame and lens options with the patient. They identify some of the most important factors that should be considered prior to a decision being made but, may only focus on either recommended or non-recommended options.</p> <p>The student demonstrates reasonable communication skills when explaining the measurement process with the patient, including demonstrating reasonable levels of attention to detail. The patient is required to ask or query one aspect of the process before confirming they give consent for measurements to be taken.</p> <p>The student demonstrates reasonable levels of communication skills when closing the dispense, ensuring the patient is aware of some information regarding the next steps.</p>
<p>1 (1 to 4 marks)</p>	<p>The student demonstrates limited communication skills with the patient, establishing limited levels of rapport. They cover a limited set of the patient's basic needs by demonstrating limited use of appropriate questioning techniques throughout some parts of the interaction.</p> <p>The student demonstrates basic communication skills when discussing frame and lens options with the patient. They identify some of the most basic factors that should be considered prior to a decision being made but, may only focus on recommended options or, recommend options that are not fully suitable.</p> <p>The student demonstrates basic communication skills when explaining the measurement process with the patient, including demonstrating limited levels of attention to detail. The patient is required to query or ask multiple questions before confirming they give consent for measurements to be taken.</p> <p>The student demonstrates limited levels of communication skills when closing the dispense, ensuring the patient is aware of some basic information regarding the next steps.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Communication: greeting / opening interaction

- introducing themselves, including name and job role
- asking how they can assist the patient
- addressing the patient appropriately throughout the interaction
- checking the validity of the prescription; date, signed, legible prescription details
- checking the prescription is correctly and accurately input, and a copy is kept in the patient's file

Communication: questioning techniques

- using open / closed questions appropriately, such as which eye has the cataract operation been performed on and how long ago, which eye is developing the cataract
- enquiring from the patient about their experience from the previous opticians – frame choice, lens choice, expectations, any previous issues with the opticians or spectacles
- asking questions about budget sensitively whilst providing information on the differences in quality at different price points (available frames should have some reference to prices)
- identifying occupational and lifestyle requirements to produce informed recommendations
- identifying fashion preferences
- exploring and inspecting (if provided) previous spectacles, likes and dislikes
- checking existing frame and lenses to match current spectacles
- repeating back what they have learnt from the patient to ensure it is correct
- maintaining professionalism and confidentiality throughout, indicating they cannot be overheard by others

Communication: explanation of lens choices

- explaining additional options such as thinner lenses, anti-reflective lenses, photochromic (based on patient needs and requirements) by using demonstration lens kits or diagrams
- discussing the use of lenses, including adaptation time and limitations
- managing expectations with honesty about adaptation periods following their recent surgery and change in prescription, expanding on the limitations due to the cataract in one eye

- allowing the patient to ask questions and to provide appropriate responses

Communication: exploration of frame choices

- explaining the features and benefits of frames (for example, lightweight but less durable, bolder but may not be suitable for all occasions, hypoallergenic)

Communication: explanation of the measurement process

- explaining to the patient what they are measuring and why
- gaining consent before touching patient face with measuring equipment

Communication: closing the dispense

- providing a summary of the order
- addressing patient scepticism about previous negative experiences
- providing delivery information
- explaining the collection process.

SAMPLE

Task 1 (a): confirm a suitable frame and lens option with the patient

Band	Level descriptor
<p>4 (13 to 16 marks)</p>	<p>The student demonstrates excellent levels of understanding of the spectacle prescription, giving a highly developed explanation with high levels of detail provided for the patient.</p> <p>The student demonstrates excellent levels of understanding when recommending lens options, that are highly appropriate to the lifestyle and visual requirements of the patient. They ensure the lens proposed is highly suitable for the type of frames that the patient prefers.</p> <p>The student demonstrates excellent levels of understanding when recommending frame choices, that are highly appropriate to the lifestyle requirements and preferences of the patient. They ensure the frames proposed are highly suitable for the lenses that the patient requires / has agreed to.</p> <p>The student is able to make excellent recommendations for the patient, that consider all their requirements.</p>
<p>3 (9 to 12 marks)</p>	<p>The student demonstrates good levels of understanding of the spectacle prescription, giving a developed explanation with good levels of detail provided for the patient.</p> <p>The student demonstrates good levels of understanding when recommending lens options, that are appropriate to the lifestyle and visual requirements of the patient. They ensure the lens proposed is suitable for the type of frames that the patient prefers.</p> <p>The student demonstrates good levels of understanding when recommending frame choices, that are appropriate to the lifestyle requirements and preferences of the patient. They ensure the frames proposed are suitable for the lenses that the patient requires / has agreed to.</p> <p>The student can make good recommendations for the patient, that consider most of their requirements.</p>

Band	Level descriptor
<p style="text-align: center;">2</p> <p>(5 to 8 marks)</p>	<p>The student demonstrates moderate levels of understanding of the spectacle prescription, giving a moderately developed explanation with reasonable levels of detail provided for the patient.</p> <p>The student demonstrates moderate levels of understanding when recommending lens options, that are adequate for the lifestyle and visual requirements of the patient. They ensure the lens proposed is reasonably suitable for the type of frame that the patient prefers.</p> <p>The student demonstrates moderate levels of understanding when recommending frame choices, that are adequate to the lifestyle requirements and preferences of the patient. They ensure the frames proposed are reasonably suitable for the lenses that the patient requires.</p> <p>The student can make reasonable recommendations for the patient, that consider some of their requirements.</p>
<p style="text-align: center;">1</p> <p>(1 to 4 marks)</p>	<p>The student demonstrates limited levels of understanding of the spectacle prescription information, giving a basic explanation with limited levels of detail provided for the patient.</p> <p>The student demonstrates limited levels of understanding when recommending lens options, that are limited in appropriateness for the lifestyle and visual requirements of the patient.</p> <p>The student demonstrates limited levels of understanding when recommending frame choices, that are limited in appropriateness to the lifestyle requirements and preferences of the patient. They ensure the frames proposed are compatible with the lenses that the patient requires.</p> <p>The student can make basic recommendations for the patient, that consider some basic requirements.</p>
<p style="text-align: center;">0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Patient-centred care: prescription detail

- interpreting the prescription presented by the patient explaining using appropriate terminology, including:
 - short sighted makes distance vision blurred, you are moderately / highly short sighted
 - astigmatism, which is related to the curvature of your eye, makes vision at all distances out of focus, you have low / medium / high astigmatism
 - reading ADD, this helps you to focus close when you have your glasses on. As you get older the eye loses the ability to focus close up, making it more difficult to read with glasses on

Patient-centred care: make recommendations

- detailing lens choices and proposing appropriate recommendations, including:
 - an anti-reflective lens will make vision more comfortable in office conditions and also when driving, reducing glare
 - a thinner lens (depending on frame choice) will make lenses thinner and lighter, improving comfort and appearance
- explaining any challenges and optical compromises
- detailing frame choices and propose frames based on visual requirements and fashion preferences
- giving feedback to the patient
- confirming the frames fit and explaining this to the patient
- selecting a frame option and providing reasons to justify selection; provide comparison to other available frame options
- justifying recommendations against patient objections, for example, budget
- navigating competing priorities (cosmetic appearance vs. functionality).

Task 1 (b): carry out appropriate measurements and complete the Job Order Form

Band	Level descriptor
<p>4</p> <p>(13 to 16 marks)</p>	<p>The student demonstrates excellent levels of understanding of the appropriate measurements required for the patient.</p> <p>The student demonstrates excellent levels of practical skill, carrying out measurements with high levels of accuracy (with one measurement within 0 mm of accuracy and the other within 1 mm of accuracy). They carry out pupillary distance (PD) and fitting heights with very high levels of care.</p> <p>The student demonstrates excellent levels of understanding of the information needed to complete a job order and can process it with high levels of efficiency and accuracy. They transfer all the relevant prescription information over accurately and complete the Job Order Form with minimal (less than two) errors or omissions.</p> <p>The student's adherence to infection control throughout the measurement process is excellent, including the correct use of hand hygiene prior to and following the dispense and when taking measurements and handling spectacles.</p>
<p>3</p> <p>(9 to 12 marks)</p>	<p>The student demonstrates good levels of understanding of the appropriate measurements required for the patient.</p> <p>The student demonstrates good levels of practical skill, carrying out measurements with good levels of accuracy (with both measurements within 2 mm of accuracy). They carry out PD and fitting heights with high levels of care.</p> <p>The student demonstrates good levels of understanding of the information needed to complete a job order and can process it with good levels of efficiency and accuracy. They transfer all the relevant prescription information over accurately and complete the Job Order Form with some (between two to three) errors or omissions.</p> <p>The student's adherence to infection control throughout the measurement process is good, including the correct use of hand hygiene prior to and following the dispense and when taking measurements.</p>

Band	Level descriptor
<p>2</p> <p>(5 to 8 marks)</p>	<p>The student demonstrates reasonable levels of understanding of the appropriate measurements required for the patient.</p> <p>The student demonstrates reasonable levels of practical skill, carrying out measurements with reasonable levels of accuracy (with both measurements within 3 mm of accuracy). They carry out PD and fitting heights with reasonable levels of care.</p> <p>The student demonstrates reasonable levels of understanding of the information needed to complete a job order and can process it with reasonable levels of efficiency and accuracy. They transfer most of the relevant prescription information over accurately and complete the Job Order Form with multiple (between four to five) errors or omissions.</p> <p>The student's adherence to infection control throughout the measurement process is adequate, including the correct use of hand hygiene prior to and following completion of the dispense.</p>
<p>1</p> <p>(1 to 4 marks)</p>	<p>The student demonstrates basic levels of understanding of the appropriate measurements required for the patient.</p> <p>The student demonstrates basic levels of practical skill, carrying out those measurements with basic levels of accuracy (with one measurement within 3 mm of accuracy and the other within 4 mm of accuracy). They carry out PD and fitting heights with basic levels of care.</p> <p>The student demonstrates basic levels of understanding of the information needed to complete a job order and can process it with limited levels of efficiency and accuracy. They transfer some of the relevant prescription information over accurately and complete the Job Order Form with more than five errors or omissions.</p> <p>The student's adherence to infection control throughout the measurement process is basic, including the correct use of hand hygiene prior to starting the dispensing process.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Measurements

- carrying out PD measurements using appropriate tools, for example, ruler or iPad
- measuring heights with a marker pen and ruler:
 - adjust height position to ensure measurements are done on eye-level such as pupillary measurement and vertical height measurements
 - ask patient's preference where they normally wear their spectacles on their face and where their spectacles feel comfortable

Ordering: completing the job order

- updating the Job Order Form with appropriate patient details
- recording the correct measurements to include PD and fitting heights
- recording the correct lens type, including any additional items, for example, anti-reflective coating / tint
- recording the correct frame details to include brand, name and reference, colour and size

Ordering: spectacle prescription

- recording the correct prescription to include sphere, cylinder (cyl), axis and reading addition
- explaining process of payment and guarantees / warranties to reassure patient
- specifying complex glazing requirements for frame design, for example, cold glaze
- sanitising measuring equipment before use, adhering to hand hygiene and ensuring it is completed before and after patient contact (infection control).

Task 2: verification and collection, and adjustments

Brief

You are working as an optical assistant, and you are verifying jobs on return from the laboratory.

A patient will be visiting the practice today to collect their spectacles, and the optician has asked you to assist this patient.

Task 2 (a)

You must assist with this task by completing the following:

2 (a) (i): undertake spectacle verification for the job which has returned from the laboratory

2 (a) (ii): complete the collection process with the patient.

[25 marks]

Brief

Following the collection process in task 2 (a), the dispensing optician has asked you to carry out a series of adjustments to some spectacles as part of your role.

Task 2 (b)

You must carry out the following adjustments for each referenced frame as follows:

2 (b) (i): carry out a length to bend adjustment as requested by the dispensing optician

2 (b) (ii): carry out adjustment of the splay and frontal angle of pads as requested by the dispensing optician.

[32 marks]

[Total marks: 57]

Task 2 (a) (i): undertake spectacle verification for the job which has returned from the laboratory

Band	Level descriptor
<p>3 (7 to 9 marks)</p>	<p>The student demonstrates excellent levels of understanding when checking the job against the order. They include a visual check of information within / on the frame and complete the Job Verification Form ensuring all elements have been checked.</p> <p>The student demonstrates high levels of practical skills when marking up and measuring the lenses using a focimeter, to a high level of accuracy (within 0.25D, or 5 degrees on cyl axis).</p> <p>The student shows excellent understanding of the BS (British Standard for impact resistance) tolerances, can identify the element that does not meet tolerance requirements and correctly rejects the job.</p>
<p>2 (4 to 6 marks)</p>	<p>The student demonstrates good levels of understanding when checking the job against the order. They include a visual check of information within / on the frame and complete the Job Verification Form ensuring the main elements (including the minimum of the frame number, colour and lens coatings) have been checked.</p> <p>The student demonstrates good levels of practical skills when marking up and measuring the lenses using a focimeter, to a reasonable level of accuracy (between 0.50D and 0.75D or between 6-10 degrees on cyl axis).</p> <p>The student shows good understanding of the BS tolerances, can identify the element that does not meet tolerance requirements, as well as incorrectly identifying an additional element as being out of tolerance, but incorrectly rejects the job.</p>
<p>1 (1 to 3 marks)</p>	<p>The student demonstrates basic levels of understanding when checking the job against the order. They ensure that some elements are checked.</p> <p>The student demonstrates basic levels of practical skills when marking up and measuring the lenses using a focimeter, to a basic level of accuracy (>0.750D or, >10 degrees on cyl axis).</p> <p>The student shows a limited understanding of the BS tolerances and either identifies the incorrect element as not meeting tolerance requirements, as well as incorrectly rejecting the job or accepts the job having found no issues regarding BS tolerances.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Verification: job order

- checking frame details against order
- checking for any additional treatments for example, anti-reflective coating / tints against the lens order
- confirming whether or not spectacles are made within tolerances using the BS (British Standard for impact resistance) tolerances provided
- accepting the job and completing the Job Verification Form provided

Verification: measurements

- checking the lens measurements, PD and fitting heights against the order
- checking frame and lenses for damage or imperfections
- using the automatic focimeter to check the lenses and checking against the order.

Task 2 (a) (ii): complete the collection process with the patient

Band	Level descriptor
<p>4 (13 to 16 marks)</p>	<p>The student demonstrates excellent levels of communication when checking the patient details and explaining all aspects of the collection process.</p> <p>The student demonstrates excellent practical skills in assessing the fit of the frame, checking all of the elements required.</p> <p>The student demonstrates excellent understanding of the lens type, explaining its use to the patient including eye position, adaptation and limitations, and checking vision at distance or near.</p> <p>The student shows excellent levels of communication, explaining all elements of care, aftercare and warranties.</p>
<p>3 (9 to 12 marks)</p>	<p>The student demonstrates good levels of communication when checking the patient details and explaining most aspects of the collection process.</p> <p>The student demonstrates good practical skills in assessing the fit of the frame, checking most of the elements required.</p> <p>The student demonstrates good understanding of the lens type, explaining its use to the patient including eye position, adaptation and limitations, and checking vision at distance or near.</p> <p>The student shows good levels of communication, explaining most elements of care, aftercare and warranties.</p>
<p>2 (5 to 8 marks)</p>	<p>The student demonstrates reasonable levels of communication when checking the patient details, explaining some aspects of the collection process.</p> <p>The student demonstrates reasonable practical skills in assessing the fit of the frame, checking some of the elements required.</p> <p>The student demonstrates reasonable understanding of the lens type, explaining its use to the patient including adaptation and checking vision at distance or near.</p> <p>The student shows reasonable levels of communication, explaining some elements of care, aftercare and warranties.</p>

Band	Level descriptor
<p>1</p> <p>(1 to 4 marks)</p>	<p>The student demonstrates basic levels of communication when checking the patient details.</p> <p>The student demonstrates limited practical skills in assessing the fit of the frame.</p> <p>The student demonstrates limited understanding of the lens type, explaining its basic use to the patient.</p> <p>The student shows basic levels of communication explaining some limited elements of care, aftercare and warranties.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Patient care: preparation

- asking the patient to confirm their name and check against the Job Order Form
- presenting the spectacles to the patient
- explaining the process they are going to follow, including that they will check the fit and then the vision

Spectacle collection: fitting the spectacles

- explaining if there are markings on the lenses
- asking the patient to put the spectacles on
- fitting the frame confirming all elements are correct including nose pads if adjustable, frontal bow, pantoscopic angle, frame temple / head width, length to bend and downward angle of drop
- checking the lenses are centred correctly including PD and fitting heights

Patient care: explanation of use of lenses

- explaining the use of lenses including eye position, adaptation, and limitations

Spectacle collection: checking the vision

- checking the vision at distance, asking the patient to look out window / across room
- checking the vision at near using a reading chart / material

Patient care: explanation of care and aftercare

- explaining care of spectacles to the patient, including recommending sprays and cloths
- explaining the aftercare and warranties, including returning for adjustments as required.

Task 2 (b) (i): carry out a length to bend adjustment as requested by the dispensing optician

Band	Level descriptor
<p>4 (13 to 16 marks)</p>	<p>The student demonstrates excellent levels of understanding of the frame adjustment required, identifying the correct elements with high levels of efficiency.</p> <p>The student demonstrates excellent levels of practical skills and understanding of the methods required for the adjustment, following all the steps of the process to an excellent level.</p> <p>The student demonstrates excellent practical skills when completing the relevant measurements, showing high levels of accuracy (within 3 degrees) with no further adjustments required.</p>
<p>3 (9 to 12 marks)</p>	<p>The student demonstrates good levels of understanding of the frame adjustment required, identifying the correct elements with good levels of efficiency.</p> <p>The student demonstrates good levels of practical skills and understanding of the methods required for the adjustment, following most steps of the process to a good level.</p> <p>The student demonstrates good practical skills when completing the relevant measurements, showing good levels of accuracy (between 4 to 7 degrees).</p>
<p>2 (5 to 8 marks)</p>	<p>The student demonstrates reasonable levels of understanding of the frame adjustment required, identifying the correct elements with reasonable levels of efficiency.</p> <p>The student demonstrates reasonable levels of practical skills and understanding of the methods required for the adjustment, following the main steps of the process to a reasonable level.</p> <p>The student demonstrates reasonable practical skills when completing the relevant measurements, showing reasonable levels of accuracy (between 8 to 10 degrees).</p>

Band	Level descriptor
<p>1 (1 to 4 marks)</p>	<p>The student demonstrates basic levels of understanding of the frame adjustment required, identifying the correct elements with some support from the dispensing optician.</p> <p>The student demonstrates basic levels of practical skills and understanding of the methods required for the adjustment, following some of the main steps of the process to a basic level, but may require some support when attempting the incorrect adjustment or technique.</p> <p>The student demonstrates basic practical skills when completing the relevant measurements, showing basic levels of accuracy (between 11 to 12 degrees) that requires further adjustment before a fit is confirmed.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Preparation

- checking the frame against the patient's head
- looking at fit of frame
- measure length to bend (LTB) required on both sides

Making the adjustment

- heat the frame to the required temperature using the heater
- straighten the sides
- make a bend at the measured distance
- ensure the frame is sufficiently cool before re-checking the fit of the frame
- assess the downward angle of drop
- make any fine adjustments if required.

Task 2 (b) (ii): carry out adjustment of the splay and frontal angle of pads as requested by the dispensing optician

Band	Level descriptor
<p>4 (13 to 16 marks)</p>	<p>The student demonstrates excellent levels of understanding of the frame adjustment required, correctly identifying the elements involved.</p> <p>The student demonstrates excellent levels of practical skills and understanding of the methods required for the adjustment, following all the steps of the process to an excellent level.</p> <p>The student demonstrates excellent practical skills when completing the relevant measurements, showing very high levels of accuracy with no further adjustments required.</p>
<p>3 (9 to 12 marks)</p>	<p>The student demonstrates good levels of understanding of the frame adjustment required, correctly identifying the elements involved.</p> <p>The student demonstrates good levels of practical skills and understanding of the methods required for the adjustment, following most steps of the process to a good level.</p> <p>The student demonstrates good practical skills when completing the relevant measurements, showing high levels of accuracy with only minor adjustments required to one element.</p>
<p>2 (5 to 8 marks)</p>	<p>The student demonstrates reasonable levels of understanding of the frame adjustment required, correctly identifying the elements involved.</p> <p>The student demonstrates reasonable levels of practical skills and understanding of the methods required for the adjustment, following the main steps of the process to a reasonable level.</p> <p>The student demonstrates reasonable practical skills when completing the relevant measurements, showing reasonable levels of accuracy with only minor adjustments required to both elements.</p>

Band	Level descriptor
<p>1</p> <p>(1 to 4 marks)</p>	<p>The student demonstrates basic levels of understanding of the frame adjustment required, correctly identifying the elements involved.</p> <p>The student demonstrates basic levels of practical skills and understanding of the methods required for the adjustment, following some of the main steps of the process to a basic level, but may require some support when attempting the incorrect adjustment or technique.</p> <p>The student demonstrates basic practical skills when completing the relevant measurements, showing basic levels of accuracy that requires further adjustments to both elements before a fit is confirmed.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Preparation

- checking the frame against the patient's head
- looking at fit of frame, assessing the splay and frontal angle of pads
- using the pad pliers if needed

Making the adjustment

- making adjustments to the pads
- re-checking the frame fit
- making any further adjustments as required.

SAMPLE

Task 3: repairs

Brief

As part of your role as an optical assistant, you have been asked to assess and carry out repairs on two spectacle frames brought into the practice by two patients.

The patients are returning to collect their frames on another day, and both patients are using their previous pairs, from a few years ago, in the meantime.

The first patient informs you that their metal-framed pair of spectacles is bent because they fell asleep in them.

The second patient's plastic-framed pair of spectacles is out of shape because a ball knocked them off.

Task

You must complete the following for the **two** frames provided, using the appropriate tools and techniques. The spectacles should be left in an appropriate condition for collection with the expectation that minor adjustments will be made on the day of collection, including:

- 3 (a): carry out repairs for the metal frame spectacles for patient 1
- 3 (b): carry out repairs for the plastic frame spectacles for patient 2.

[18 marks]

Task 3 (a): carry out repairs for metal frame spectacle (patient 1)

Band	Level descriptor
<p>3 (7 to 9 marks)</p>	<p>The student demonstrates excellent understanding when preparing for the repair, selecting all of the appropriate equipment prior to starting.</p> <p>The student demonstrates an excellent practical ability in undertaking the repair, carrying out the repair to a high standard.</p> <p>The student demonstrates excellent adherence to safety requirements throughout and ensures the frame is set up correctly, including cleaning the lenses.</p>
<p>2 (4 to 6 marks)</p>	<p>The student demonstrates good understanding when preparing for the repair, selecting most of the appropriate equipment prior to starting.</p> <p>The student demonstrates a good practical ability in undertaking the repair, carrying out the repair to a good standard.</p> <p>The student demonstrates good adherence to safety requirements throughout and ensures the frame is mostly set up correctly, including cleaning the lenses.</p>
<p>1 (1 to 3 marks)</p>	<p>The student demonstrates basic understanding when preparing for the repair, selecting some of the appropriate equipment prior to starting.</p> <p>The student demonstrates basic practical ability in undertaking the repair, either carrying out the repair to a basic standard or having to request a second pair of spectacles following a breakage during the first repair attempt.</p> <p>The student demonstrates basic adherence to safety requirements throughout and ensures the frame is set up reasonably correctly.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Preparing for repair

- selecting the correct size of screw using the lens sizing tool (if required)
- selecting the correct screwdriver

Undertaking repair

- inserting screw into lug
- positioning lens in rim
- safely positioning frame while applying pressure to insert screw (for example, on rubber block / metal desk edge)
- tightening screw
- repeating for second lens

Setting up for collection

- checking frame for alignment and ensuring set up is correct
- cleaning lenses using appropriate spray and cloth.

Task 3 (b): carry out repairs for plastic frame spectacle (patient 2)

Band	Level descriptor
<p>3 (7 to 9 marks)</p>	<p>The student demonstrates excellent understanding when preparing for the repair, selecting all of the appropriate equipment prior to starting.</p> <p>The student demonstrates an excellent practical ability in undertaking the repair, carrying out the repair to a high standard.</p> <p>The student demonstrates excellent adherence to safety requirements throughout and ensures the frame is set up correctly, including cleaning the lenses.</p>
<p>2 (4 to 6 marks)</p>	<p>The student demonstrates good understanding when preparing for the repair, selecting most of the appropriate equipment prior to starting.</p> <p>The student demonstrates a good practical ability in undertaking the repair, carrying out the repair to a good standard.</p> <p>The student demonstrates good adherence to safety requirements throughout and ensures the frame is mostly set up correctly, including cleaning the lenses.</p>
<p>1 (1 to 3 marks)</p>	<p>The student demonstrates basic understanding when preparing for the repair, selecting some of the appropriate equipment prior to starting.</p> <p>The student demonstrates basic practical ability in undertaking the repair, either carrying out the repair to a basic standard or having to request a second pair of spectacles following a breakage during the first repair attempt.</p> <p>The student demonstrates basic adherence to safety requirements throughout and ensures the frame is set up reasonably correctly.</p>
<p>0</p>	<p>No evidence demonstrated or nothing worthy of credit.</p>

Indicative content

The student should consider the following:

Preparing for repair

- identifying which side is bent
- selecting the correct pliers - double nylon jaw and / or angling pliers

Undertaking repair

- holding front of frame firmly when repairing
- making the adjustments using appropriate pliers
- checking progress and ensuring frame is straight by checking on a flat surface

Setting up for collection

- checking frame for alignment and ensuring set up is correct
- cleaning lenses using appropriate spray and cloth.

Change history record

Version	Description of change	Approval	Date of issue
v1.0	First published version	20 April 2026	30 April 2026

SAMPLE

Document information

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