



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

Occupational specialism assessment (OSA)

Optical Care Services

Assignment 1: observation of patient interactions

Assignment Brief

**T Level Technical Qualification in Healthcare Science
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Optical Care Services

Assignment Brief

Assignment 1

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Task 1: patient interaction 1

Brief

You are working as an optical assistant in a busy practice.

A 47-year-old patient presents at reception complaining of red eyes, blurred vision and eye pain. There is a clinic running in your practice today and there is an optometrist on site.

Task

You **must** answer the telephone and manage the telephone call by completing the following:

1 (a): greet the patient and discuss the reason for their call, confirming their details by populating the Patient Triage Form

1 (b): place the patient on hold and discuss the symptoms that the patient is experiencing with the optometrist

1 (c): carry out the appropriate next steps including explaining these to the patient.

[25 marks]

Conditions of the assessment

- Task 1 must be completed in supervised conditions.
- You will only have access to materials permitted by your tutor and those available in the designated assessment area.
- You will have a maximum of **10 minutes** to complete this task.

Equipment and resources

The following equipment and resources will be provided for this task:

- desktop computer / laptop
- a clock
- a telephone
- Patient Triage Form
- Appointment Book Extract
- a person enacting the role of the patient
- a person enacting the role of the optometrist
- a space for the forms provided by NCFE for the student to complete throughout the task
- audiovisual recording equipment to record the completion of all tasks.

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 calls the practice and would like to get new lenses for their glasses.

Task

You must manage the patient's query by completing the following, in line with current regulations:

2 (a): greet the patient and discuss their reason for visiting

2 (b): confirm their details and check their records

2 (c): determine the appropriate course of action for the patient, explaining the reasoning for this course of action to the patient.

[25 marks]

Conditions of the assessment

- Task 2 must be completed in supervised conditions.
- You will only have access to materials permitted by your tutor and those available in the designated work area.
- You will have a maximum of **10 minutes** to complete this task.

Equipment and resources

- a simulated retail counter space to include:
 - desktop computer / laptop
 - a clock
 - a telephone
- a person enacting the role of the patient
- Patient Record Form
- a space for the forms provided by NCFE for the student to complete throughout the assessment
- audiovisual recording equipment to record the completion of all tasks.

This is the end of the practical skills assessment.

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Change history record

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

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Document information

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