

T Level Technical Qualification in Healthcare Science

Occupational specialism assessment (OSA)

Optical Care Services

Assignment 1

Assignment brief

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Assignment brief

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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

(25 marks)

Student information

- task 1 must be completed in supervised conditions
- the total time permitted for this task is 10 minutes
- the total number of marks available for this assessment is 25 marks, these are split as follows:
 - 16 marks for communication skills
 - 9 marks for knowledge, understanding, and practical skills

Student guidance

- this assignment is a practical skills assessment (PSA) that will simulate a real-world scenario experienced by optical assistants. For this assignment you will be observed by an assessor who will be making notes on your performance throughout, which will be supported by an audio-visual recording for marking and quality purposes
- you will have 5 minutes to familiarise yourself with your optical practice assessment area. During this time you will be able to ask questions related to the layout of the optical practice assessment area and any applicable resources. This time will not count towards the total permitted time for this task
- you will have access to a paper or electronic copy of a triage form
- you will have access to a paper or electronic copy of a patient record form template
- an actor will play the role of the patient and will be briefed with all the relevant information required for this interaction
- an actor will play the role of the optometrist and will be briefed with all the relevant information required for this interaction
- upon completion of the triage form, the optometrist will advise you what you need to do next
- once you have confirmed you are ready to begin, or the 5 minute preparation time has elapsed, the patient will be prompted to enter the room/area and the assessment will begin

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

(25 marks)

Student information

- task 2 must be completed in supervised conditions
- the total time permitted for this task is 10 minutes
- the total number of marks available for this assessment is 25 marks, these are split as follows:
 - 16 marks for communication skills
 - 9 marks for knowledge, understanding, and practical skills

Student guidance

- this assignment is a practical skills assessment (PSA) that will simulate a real-world scenario experienced by optical assistants. For this assignment you will be observed by an assessor who will be making notes on your performance throughout, which will be supported by an audio-visual recording for marking and quality purposes
- you will have 5 minutes to refamiliarise yourself with your optical practice assessment area. During this time you will be able to ask questions related to the layout of the optical practice assessment area and any applicable resources. This time will not count towards the total permitted time for this task
- you will have access to a paper or electronic copy of the patient's record form
- an actor will play the role of the patient and will be briefed with all the relevant information required for this interaction
- once you have confirmed you are ready to begin, or the 5 minute preparation time has elapsed, the patient will be prompted to enter the room/area and the assessment will begin

Document information

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Change History Record

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v1.0	Post approval, updated for publication.		September 2021
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