

BIIAB Qualification Support Pack and Evidence Matrix Records

BIIAB Level 2 Diploma In Optical Retail Skills

601/6576/5

Version 2

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1. Introduction

This support pack has been developed to provide additional guidance for learners, Assessors and Quality Assurers who will be helping candidates to achieve the qualification.

The purpose of the support pack is to provide all of the additional information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

This support pack is available for download via the HUB on centrezone.bii.org.

If this pack is updated, we will let you know in the BIIAB monthly newsletter to approved centres.

This support pack is written for the learner so that it can be used as a reference point for information.

2. Customer Service and Administration Procedures

BIIAB is committed to giving the highest possible levels of customer service. The BIIAB's Service Level Agreement is available via www.biiab.org.

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449

Email: customersupport@bii.org

Our Customer Service team will be happy to assist with any administration-related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- Centres available in the local area
- appeals
- whistleblowing.

3. Appeals Procedure

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence.

BIIAB expects most appeals from candidates to be resolved within the centre. BIIAB will only consider a candidate's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIABs appeals procedure please refer to www.biiab.org.

4. Assessment

Assessment is the process used to judge your competence, as a learner, against set standards. You may be assessed, moderated or verified at work either by one or several appointed individuals.

The **Assessor** is the person who is normally responsible for providing training to you, the learner, and that person will observe your performance. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the Assessor role.

Assessors base their judgement on your performance and decide how it compares to the national standard. The Assessor will also ask you questions based on the knowledge required to do the work, to ascertain your understanding of your job role.

When the required units have been completed and the Assessor is satisfied that you, the learner, has met the national standard, a recommendation for a certificate will be made.

An **Internal Quality Assurer (IQA)** is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the Assessors. IQAs also ensure that the Assessors apply the standards consistently and fairly. The IQA will see your portfolio of evidence during the assessment process.

An **External Quality Assurer (EQA)**, who is appointed by BIIAB, will verify the assessment and internal verification decisions involved in the development of your portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

Expert Witnesses may also be involved in the assessment process and will be competent to make judgements about the activity for which they are providing the testimony. The overall assessment decision lies with the Assessor though who has responsibility to verify any expert witness testimony to the Internal Quality Assurer.

5. Evidence Matrix

The evidence matrix is designed to help you, the learner, with evidence collection. It is a mapping activity to ensure that you have covered the 'Assessment Criteria' contained in the learning outcomes, and is intended to help to keep the volume of evidence to a minimum. One matrix must be completed for each unit.

It is expected that a selection of various types of evidence is used as appropriate; columns in the matrix enable you or the assessor to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the assessment method key. By inserting portfolio reference numbers in the box provided, you will enable the assessor, internal verifier and external quality advisor quickly to locate the evidence which you are submitting to demonstrate your competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace
- Professional discussion
- Reflective account
- Product evidence (eg implementation plans, correspondence, work records)
- Testimony from senior colleagues/clients
- Personal report of actions and circumstances
- Recognition of Prior Achievement (RPA)
- Records of questioning
- Other.

All evidence matrixes for this qualification can be found in this document.

6. Summative Reflective Account

Each of the units achieved will appear on the certificate. If you, the learner, do not complete the requirements for a full qualification, you will be awarded a unit certificate for the units in which competence has been demonstrated.

In order to claim the unit(s) for the qualification, you will need to complete a summative reflective account, to reflect on your qualification, what you have learnt and how you have been able to apply this within your work role. The summative reflective account form can be found at the end of this pack.

The qualification units that you need to complete are detailed on the following pages.

7. Qualification Structure and Evidence Matrix Records

Rules of Combination

The qualification is structured through rules of combination. Rules of combination are important because they define the number of credits which need to be achieved and where these credits must

come from in order for a learner to achieve the qualification. Rules of combination also imply the potential for learners to transfer credits between qualifications and Awarding Organisations.

Mandatory units can be found in the Qualification Handbook for this qualification.

To achieve the BIIAB Level 2 Diploma in Optical Retail Skills (QCF) learners **must** gain a **total of 37** credits. This **must** consist of:

- **Minimum total credit: 37**
 - Mandatory group A **minimum** credit: **19**
 - Optional Unit Group B **minimum** credit: **18**
- A **minimum of 37** credits **must** be achieved through the completion of units at **Level 2** and above.
- GLH: **209**
- TQT: **370**

The qualification has been developed based upon industry feedback as to the fundamental skills required for the sector at the level.

Listed below are the qualification units.

Mandatory Group A

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CA48	F/601/5465	Introduction to communication in health, social care or children's and young people's settings	3	2	23	Portfolio
OR1	D/602/4853	Meet customers of the optical practice and provide information	3	2	18	Portfolio
OR2	H/602/4854	Contribute to the record keeping of the optical practice	2	2	15	Portfolio
CFAQ55	M/601/1511	Resolve customer service problems	6	2	40	Portfolio
R82	Y/503/5727	Protect own and others' health and safety when working in a retail environment	5	2	28	Portfolio

Optional Group B

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
J/601/8142	CA47	Handle information in health and social care settings	1	2	10	Portfolio
L/601/5470	CA46	Introduction to personal development in health, social care or children's and young people's settings	3	2	23	Portfolio
T/602/4857	OR3	Select and sell optical products to meet customer needs	4	2	22	Portfolio
A/602/4861	OR4	Provide a spectacle collection service	4	2	30	Portfolio
F/602/4859	OR5	Determine facial, frame and spectacle lens measurements	4	2	30	Portfolio
J/602/4863	OR6	Provide a spectacle repair and adjustment service	3	2	17	Portfolio
T/602/4860	OR7	Process optical prescriptions and order optical products	4	2	22	Portfolio
Y/602/4866	OR8	Carry out routine optical screening procedures	4	3	30	Portfolio
L/602/4864	OR9	Provide a contact lens collection service	5	2	30	Portfolio
H/503/5696	R64	Dress visual merchandising displays to attract customers	7	2	35	Portfolio
M/503/5684	R55	Display stock to promote sales to customers in a retail environment	5	2	26	Portfolio
L/503/5689	R60	Process payments for purchases in a retail environment	4	2	17	Portfolio
J/503/5691	R62	Promote loyalty schemes to customers in a retail environment	3	2	11	Portfolio

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