Worshipful Company of Spectacle Makers

Level 3 Optical Support

Unit 2 - Managing People in Optics

Duration: 1 hour

Candidate Number:

Date:

Answer **any three out of four** questions

Number of Supplementary Sheets used (if any), including graph paper.

For office use only

	Unit 2				Total	
Question number	1	2	3	4	Marks	%
Marks						
Moderated						

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Question 1

a) Mrs Smith aged 79, attends with her daughter following an eye examination. Both mother and daughter are very unhappy that the Optometrist would not prescribe some new reading glasses and that Mrs Smith has been told, 'not much can be done as she has **Dry Age Related Macular Degeneration**'.

Describe how you would elicit the concerns of both Mrs Smith and her daughter and how these may be addressed.

(15 marks)

Question 1

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Question 1

b) Mrs Smith returns at a later date and she is now registered as Sight Impaired. She would like replacement television spectacles as she has broken her recent pair.

Describe how you would advise an Optical Assistant to deal with this type of dispensing. **(5 marks)**

Question 2

a) As outlined in the coursework a supervisor holds **five** areas of responsibility for their staff in practice.

List all **5** of these. **(5 marks)**

Question 2

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b) Training, coaching and disciplinary measures are all actions that a supervisor may take in order to develop staff.

Describe how the three actions are different. Give an example of when it would be appropriate to use each action.

(15 marks)

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Question 2

Question 3

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There has recently been an incident where a customer has become angry and violent because of their spectacles not being ready to collect on a previously agreed date. Your Manager indicates that this situation is serious enough to be recorded as a '**workplace incident**'.

a) In accordance with the **Health & Safety Executive** guidelines, state at least **five** points that should be recorded about this incident. **(10 marks)**

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Question 3

b) As a result of the initial incident, you are instructed by your Manager to conduct a risk assessment concerning customer behaviour and staff safety.

List the **five** main stages of such a risk review. **(5 marks)**

Question 3

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c) As a result of your risk assessment, you identify that younger colleagues feel vulnerable when staffing late night clinics.

List **5** actions you could implement to minimise risks to staff in these clinics.

(5 marks)

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Question 4

a) Explain the term **management by objective**.

Describe **three** disadvantages of this management technique. **(10 marks)**

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Question 4

b) Write a **SMART** objective for a new colleague learning to take **centration measurements** for distance spectacles. **(5 marks)**

c) Describe how you would ensure an employee was motivated to achieve their objective. **(5 marks)**

Question 4

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1. Before you start to answer any question, take a few minutes to read through the paper.

2. Please ensure your candidate number and date are in the boxes on the front cover of this booklet.

3. Please **DO NOT** write your name on this booklet. Candidates must remain anonymous for marking purposes.

4. Write your answers as clearly as you can, using a black/blue pen only. Do not use a pencil. If the examiner cannot read your writing or figures you may lose marks, or even receive no marks at all. ***Pencils may only be used for graphs and diagrams.***

5. You should read each question carefully and make sure that you know what you have to do before you start to answer.

6. You must write your answers in the space provided. Additional paper may be used if necessary, but you must show your candidate number and the question number at the top of each sheet; not your name. You must also annotate the box on the front cover of this booklet to show how many extra sheets you used.

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8. Make sure your diagrams are as clear and neat as possible; you will get marks for doing so. If you need to draw a graph use as large a scale as practicable; this will give the most accurate answer.

9. When answering mathematical questions, write **ALL YOUR CALCULATIONS IN FULL**. Even if you get the final answer wrong, you may get credit for the parts of the calculation that are correct.

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