

University of Central Lancashire

GOC FULL APPROVAL QUALITY ASSURANCE VISIT

BSc (Hons) Ophthalmic Dispensing

3 & 4 October 2023

Report confirmed by GOC

06 November 2023

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PART 1 – VISIT DETAILS

1.2 Programme details	
Programme title	BSc (Hons) Ophthalmic Dispensing
Programme description	<ul style="list-style-type: none"> The BSc (Hons) Ophthalmic Dispensing programme is a two-year, accelerated, blended-learning programme. The course is taught over 6 semesters across 2 calendar years (including a summer semester). Students undertake the route to registration via ABDO, whilst completing the academic content with the University of Central Lancashire. Students are exempt from ABDO theory exams (subject to external scrutiny). This programme is being taught out, with the last intake of students onto the programme in the 2022/23 academic year.
Current approval status	Fully approved (FA)
Approved student numbers	40

1.3 GOC Education Visitor Panel (EVP)	
Chair	<ul style="list-style-type: none"> Vincent McKay – Lay Chair
Visitors	<ul style="list-style-type: none"> Gail Fleming – Lay member Graeme Stevenson – Dispensing Optician/Contact Lens Optician Mark Chatham – Dispensing Optician/Contact Lens Optician David Hill – Optometrist member
GOC representative	<ul style="list-style-type: none"> Georgina Carter – Education Operations Officer
Observers	N/A

1.4 Purpose of the visit	
Visit type	FULL APPROVAL QUALITY ASSURANCE VISIT
<p>The purpose of this full approval quality assurance visit was to review:</p> <ol style="list-style-type: none"> the University of Central Lancashire's (University) BSc (Hons) Ophthalmic Dispensing programme (programme) against the requirements, as listed in the GOC's <i>Guidelines for the Approval & Quality Assurance of: Routes to GOC Registration for Dispensing Optician's (2011)</i> (handbook) and the <i>GOC Education A&QA-Supplementary Document-List of Requirements</i> (list of requirements). whether the programme should continue to be granted full approval. <p>Please note:</p> <ul style="list-style-type: none"> In cases where there is a discrepancy between the handbook and the list of requirements, the handbook will take precedence. The programme will be reviewed against all requirements, even those that have been deemed met during previous visits. <p>This visit took place remotely.</p>	

1.5 Programme history		
Date	Event type	Overview
14/07/2021	Administration	The University of Central Lancashire's BSc (Hons) Ophthalmic Dispensing programme was awarded full approval by the GOC.
10/05/2023	Visit	A full approval quality assurance visit to the programme was scheduled for 3 & 4 October 2023.

PART 2 – VISIT SUMMARY

2.1 Visit outcomes	
The panel set no new conditions, with no requirements deemed unmet, and offered one recommendation.	
Summary of recommendations to the GOC	
Previous conditions	No previous conditions.
New conditions	No requirements are deemed UNMET and no conditions are set.
New recommendations	One recommendation is offered. Details regarding the recommendation is set out in Part 3 .
Commendations	No commendations are offered.
Actual student numbers	2023/24: <ul style="list-style-type: none"> • OP1001: 0 • OP2001: 13 with 1 additional student retaking assessments. • OP3001: 0
Approval/next visit	The programme, in its current form, is no longer admitting any new cohorts of students because the adapted qualification (in line with the new GOC's new Education and Training requirements – 'ETR') started in September 2023. During this transition period between the two sets of GOC standards, another visit may be scheduled in line with our current and/or future quality assurance policies, as deemed appropriate.
Factors to consider when scheduling next visit e.g. when students are in, hospital, audit etc.	<ul style="list-style-type: none"> • The teaching out of the current programme, with the last cohort of students entering the programme in the 2022/23 academic year. • The last cohort of students is due to complete OP3001 in August 2024.

2.2 Previous conditions
The conditions listed below are extracted from the report of 30 June 2021
No previous conditions.

2.3 Previous recommendations	
The recommendations listed below are extracted from the report of 30 June 2021	
Description	Comments
The programme team should provide further direction to students and mentors/supervisors to ensure that: <ul style="list-style-type: none"> • students realise the importance of identifying and introducing themselves as Student Dispensing Opticians at all times; and • students realise the importance of wearing only one name badge which 	During the visit, the panel were informed that students wore 'Student Dispensing Optician' badges whilst in practice and identified themselves as students when with patients. The mentors also highlighted that these practices were being implemented. As such, the panel were satisfied that this recommendation had been taken on board.

<p>should identify them as Student Dispensing Opticians; and</p> <ul style="list-style-type: none"> • that colleagues in students' workplaces are aware of 1 and 2 above. 	
<p>As part of a risk mitigation process, the team should explore the possibility of using other Vision Science staff to support dispensing teaching, e.g., establishing a pool of visiting lecturers, and upskilling technicians and clinic staff who currently hold dispensing qualifications to support academic teaching.</p>	<p>During the visit, the panel were informed of the support received from Optometry and administrative colleagues with the teaching and learning on the programme. They were also informed that a member of the clinic staff had recently been promoted to assist with learning and teachings, and of training opportunities available for all staff members. As such, the panel were satisfied that this recommendation had been taken on board.</p>
<p>The programme team should find a way to enable external examiners to meet staff and students.</p>	<p>During the visit, the panel were informed that the external examiner had now had the opportunity to meet staff and students in-person. As such, the panel were satisfied that this recommendation had been taken on board.</p>
<p>The programme team should provide training on Maxinity for external examiners, to enable them to engage fully with this powerful resource.</p>	<p>During the visit, the panel were informed that the external examiner had received training on Maxinity. As such, the panel were satisfied that this recommendation had been taken on board.</p>

2.4 Non-applicable requirements

The panel recommends that some requirements be deemed fully or partially non-applicable to the programme at this stage due to its structure and level and the differing, but overlapping, roles and responsibilities of ABDO Examinations for example:

- It is the responsibility of ABDOEx to check students have acquired the 1600 hours necessary to qualify.
- ABDOEx awards the Fellowship of British Dispensing Opticians (FBDO).
- ABDOEx is responsible for the supervised practice and ensuring all the elements of portfolio are completed under supervision.

Additionally, the panel recommends that some requirements be deemed non-applicable to the programme as the University is not under provisional approval.

A1.3	Provisional approval must be in place prior to advertising the qualification and recruiting the first cohort of students.
D3.21	Effective quality assurance measures must be in place.
D6.1	In order to register with the GOC as a dispensing optician, an individual must have demonstrated that the competencies set by the GOC have been successfully achieved.
D6.2	On successful completion of the route to registration, the student must have demonstrated competence in all elements of the competency framework.
D6.3	Providers must demonstrate to the GOC that persons responsible for the signing off of competencies are suitably qualified.

D6.6	The route to registration must precisely indicate where and how each element of competence is assessed through the demonstration of the specified performance criteria and indicators.
D6.7	The route to registration must demonstrate that each individual element of competence has been achieved by each student.
D6.8	The route to registration must show how and when each element was achieved by individual students in their portfolio of practical experience.
D6.9	Understanding of competencies must be evidenced through practical demonstration or by a written or oral assessment. 'Ability to do' competencies must be tested through practical assessment.

PART 3 – CONDITIONS, RECOMMENDATIONS & COMMENDATIONS

Conditions are applied to training and assessment providers if there is evidence that the GOC requirements are not met.

Recommendations indicate enhancements that can be made to a programme, these may not be directly linked to compliance with GOC requirements.

3.1 Conditions set at this visit

The unmet requirements for this visit are set out below along with the conditions that are required to meet the requirements.

No conditions were set at this visit.

3.2 Recommendations offered at this visit

The Panel offers the following recommendations to the provider.

D5.1	A robust quality assurance framework (e.g. a programme committee, staff/ student committee, formal board of examiners, quinquennial review process etc) must be in place.
D5.2	The provider must have effective feedback procedures.
Recommendation 1	The provider should ensure that current feedback mechanisms are communicated and monitored effectively, to all relevant stakeholders, to maximise engagement and improve the quality of feedback received.
Rationale	<p>Throughout the visit, the panel heard that University wide changes have been made to stakeholder feedback mechanism. This has involved the removal of the staff-student liaison committees, and introduction of Unitu and Student Forums. The panel note that module feedback evaluations continue to be collected.</p> <p>Conversations throughout the visit indicated that communication surrounding these changes could be improved to ensure that students understand the purpose and significance of these feedback mechanisms and utilise them sufficiently when asked to get involved. The panel also heard that mentors are given opportunities to feedback to the programme team, but that the nature of this system may not be entirely clear and its importance somewhat overlooked.</p>

3.3 Commendations made at this visit

No commendations were made at this visit.