

## Tips on Preparing for your Professional Practice Interview

The following tips will provide you with a sense of how you can begin preparing for the assessment:

1. When proposing a time and date for the interview, try and ensure that you can arrange for an uninterrupted period of time with your assessor in an area where you can have some privacy, away from colleagues and patients.
2. Prepare for the assessment by ensuring that you:
  - Have access to a computer with webcam, speakers, and a microphone
  - Have a stable internet connection
  - Have access to a private room where the assessment can be conducted uninterrupted
  - Download Zoom (<https://zoom.us/download>)
3. The questions that the assessor will ask during the interview are “behavioural based,” which means that you will be required to draw on experiences in your optical practice to demonstrate how your knowledge, skill and judgement align with the competencies.

The interview is conducted by a qualified assessor that is experienced in your area(s) of practice, there are 3 sections, and it will take approximately 1.5-2 hours to complete.

1. **Professional Practice** – this section applies to all opticians. It covers ethics, infection control and patient and workplace safety.
2. **Eyeglass** – this section applies to opticians who dispense eyeglasses. It covers needs assessment, prescriptions, lens and frame selection, industry standards, and patient communication.
3. **Contact Lens** – this section applies to opticians who dispense contact lenses. It covers needs assessment, prescriptions and lens selections, patient centered training, and follow-up care.

Keeping in mind the categories of questions you will be asked, before the session, you may want to think about situations with patients that you have encountered in the past, and the steps you went through in those situations. Think about your patient interactions as a story, with a beginning, middle and end. You may find it helpful to use the STAR method to organize your thoughts. The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific **situation**, the **task** you were faced with and the options you had, the **action** you took, and **result** of the situation you are describing. There are many Internet resources about how to use the STAR method; you are encouraged to seek out these resources.

4. The College would recommend that you also take some time before the assessment to revisit the College's regulations and guide documents, such as:
  - a. Standards of Practice and Practice Guidelines:  
[https://collegeofopticians.ca/sites/default/uploads/files/2023-10-02%20Standards%20of%20Practice\\_.pdf](https://collegeofopticians.ca/sites/default/uploads/files/2023-10-02%20Standards%20of%20Practice_.pdf)
  - b. National Competencies for Canadian Opticians:  
<https://collegeofopticians.ca/sites/default/uploads/files/NACOR%20Competencies.pdf>
  - c. The Code of Ethics:  
<https://collegeofopticians.ca/sites/default/uploads/files/Code%20of%20Ethics%20-%20October%202021%20Final%20Approved.pdf>
  - d. The Opticianry Act, 1991, and the Regulations under the Act, such as Registration and Professional Conduct: <https://www.ontario.ca/laws/statute/91o34>
5. The assessment will be completed via ZOOM videoconference. Please be certain you have access to a quiet room, where you can complete the assessment uninterrupted. You will need access to a computer with webcam, speakers, and a microphone as well as a stable internet connection. Please download [ZOOM](#) prior to your assessment.
6. Please notify the College and the Assessor as soon as possible if any scheduling issues arise after the time and date for the assessment have been set.
7. Please have your College Identification Badge with you to show to your assessor at the beginning of your assessment.
8. Relax. The PPA is an educational process; you and the College will work together to improve your practice and protect the public.

### **Role of the Peer Assessor**

The College Peer Assessors are Registered Opticians with the College who have been specifically selected and trained to conduct the PPA.

The College, along with the College's assessor, has the authority to request access and review patient records. Attached is a document that explains this authority, which you are welcome to share with your employer if required. Should you or your employer have any questions, please contact the College.

Upon completion of the PPA, the assessor will submit their report to the Quality Assurance Committee. You will be provided with an opportunity to review and comment on the assessor's written report prior to review by the Quality Assurance Committee.

### **Role of the Quality Assurance Committee**

The QA Committee is responsible for appointing Peer Assessors, directing assessments, reviewing the results of Peer Assessments, and determining the outcomes of assessments.

The QA Committee has several options it can take when it reviews an assessment. The Committee may do any of the following:

1. Make no recommendations. In that case, you will have finished the assessment process.
2. Make recommendations for you to pursue your own learning needs.
3. If the Committee identifies insufficient knowledge, skill or judgement that can be addressed in a remediation program, they may direct specific learning activities.
4. If the Committee identifies an immediate risk to the public, the Committee may put terms, limits or conditions on the certificate of registration.
5. If the Committee identifies concerns that you have committed acts of professional misconduct (for example, by failing to cooperate with the peer assessor) or are incompetent or incapacitated, it can disclose your name and the allegations to the Inquiries, Complaints and Reports Committee.