

Glasgow Caledonian University
GOC TARGETED QUALITY ASSURANCE VISIT
BSc Ophthalmic Dispensing Management
31 May 2023

Report confirmed by GOC	03 July 2023
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PART 1 – VISIT DETAILS

1.2 Programme details	
Programme title	BSc Ophthalmic Dispensing Management
Programme description	<ul style="list-style-type: none"> • The programme is three years in duration and delivered across the usual academic year system. • It is an ordinary degree with 360 credits. • Students on the programme must remain members of the Association of British Dispensing Opticians (ABDO) and be registered with the General Optical Council (GOC) for the duration of their studies. • Students must successfully complete some* of the theory and all the practical examinations delivered by the ADBO Examinations (ABX-DO). • Students on the programme are expected to achieve all GOC competencies within the first two years of the programme. • This programme provides a placement-based pathway to registration. Students are expected to undertake a placement in the third year. • Students on this programme can complete ABX-DO's pre-qualification period during the programme or after graduation. • ABX-DO's pre-qualification period is not integrated within this programme and responsibility for ABX-DO's pre-qualification period and the professional examinations rests with ABX-DO. <p>* The programme was granted full theory exemptions by ABX-DO in units 1a, 1b, 3, 4, 5, 6, 9, 10 and 11.</p>
Current approval status	Fully approved (FA)
Approved student numbers	25

1.3 GOC Education Visitor Panel (EVP)	
Chair	Mark Bissell – Lay Chair
Visitors	Pam McClean – Independent Prescribing/Optomtrist member Maryna Hura – Dispensing Optician member Julie Hughes – Dispensing Optician member Sarah Fishburn – Lay member
GOC representative	Georgie Carter – Approval & Quality Assurance Officer
Observers	Philippa Mendonsa – Head of Education (Operations)

1.4 Purpose of the visit	
Visit type	TARGETED QUALITY ASSURANCE VISIT
The purpose of this targeted quality assurance visit was to:	
<ol style="list-style-type: none"> 1. Review Glasgow Caledonian University's (the University) BSc Ophthalmic Dispensing Management programme (the programme) against the requirements highlighted in part 4 of the November 2021 visit report, to ensure it meets the requirements as listed in the GOC's <i>Approval & Quality Assurance Handbook: Routes to GOC Registration for Dispensing Opticians 2011</i> (the handbook) and the <i>GOC Education A&QA-Supplementary Documents-List of Requirements</i> (the list of requirements). 2. The requirements being assessed were: D1.8, D3.9, D3.20, D3.21, D4.4, D6.7, D6.9 & D7.1. 	
This visit took place remotely.	

1.5 Programme history		
Date	Event type	Overview
05/03/2015	Visit	A full approval quality assurance visit was carried out to the OD programme. The University was set two conditions and offered four recommendations. The panel recommended that a targeted re-visit was carried out to the programme to consider the conditions.
09/06/2015	Visit	The targeted quality assurance visit to the OD programme was carried out. The conditions are deemed met as a result.
01/09/2017	Change	The University introduces a new programme, the ODM programme, which is the same as the OD programme, with the exception of three modules chosen in year three.
01/12/2017	Change	The University informs the GOC that the programme is suspended due to lack of student recruitment. A full approval quality assurance visit planned for 2018 is cancelled as a result.
18/11/2019	Change	The University is notified that the GOC approves its application to restart delivery of the OD programme.
02/2020	Event	The GOC retrospectively approves the ODM programme, to ensure this provides a pathway to registration for those who qualify with a BSc in Ophthalmic Dispensing Management.
17/11/2021	Visit	A full approval quality assurance visit was carried out to the OD programme. The University was set four conditions and offered four recommendations. The report was not ratified until May 2023.
02/2023	Administration	The provider was informed that a targeted visit would be conducted to review the requirements listed in 'Part 4 –

		<i>Ongoing Quality Assurance Activity</i> of the November 2021 visit report.
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PART 2 – VISIT SUMMARY

2.1 Visit outcomes	
The panel recommended that all requirements listed in ‘Part 4 – Ongoing Quality Assurance Activity’ of the November 2021 visit report should be deemed met. As such, the panel set no new conditions and offered one recommendation.	
Summary of recommendations to the GOC	
Previous conditions	The EVP review of previous conditions did not form part of this visit. Details regarding the previous conditions are set out in section 2.2 .
New conditions	The EVP recommends that all requirements considered were MET , so no new conditions are set.
New recommendations	The EVP makes one recommendation. Details regarding the recommendation(s) is/are set out in Part 3 .
Commendations	No commendations were offered at this visit.
Actual student numbers	2022/23: <ul style="list-style-type: none"> • Year 1 – 9 • Year 2 – 9 • Year 3 – 5
Approval/next visit	By May 2028
Factors to consider when scheduling next visit e.g. when students are in, hospital, audit etc.	The visit should be scheduled to factor in: <ul style="list-style-type: none"> • time to speak to students from all cohorts. • time to speak to external examiners. • the implementation of the GOC’s new Education and Training Requirement’s (ETRs).

2.2 Previous conditions		
The conditions listed below are extracted from the report of Click or tap to enter a date.		
Requirement number	Condition number and description	Status
2021/01	Evidence must be submitted that University processes and relevant documentation, including the application process and information for prospective applicants, clearly identify that there are two routes to registration that are approved by the GOC.	This condition remains OPEN . An update on the condition was provided by the University during this visit. The deadline for this condition has been amended to 30 June 2023 to ensure that the University has enough time to submit evidence for the condition, following the ratification of the November 2021 visit report in May 2023.
2021/02	Evidence must be submitted that clearly shows that the assessment	This condition remains OPEN . An update on the condition was

	for low vision has been amended from the current theory-based assessment to a practical assessment, in line with GOC requirements	provided by the University during this visit. The deadline for this condition has been amended to 30 June 2023 to ensure that the University has enough time to submit evidence for the condition, following the ratification of the November 2021 visit report in May 2023.
2021/03	Evidence must be submitted that clearly identifies that relevant student facing documentation, such as programme and module specifications, has been amended to clearly state that all GOC competencies within modules must be passed for the module to be passed.	This condition remains OPEN . An update on the condition was provided by the University during this visit. The deadline for this condition is 30 June 2023.
2021/04	Evidence must be submitted that clearly demonstrates that the University is adhering to its own formal feedback framework as part of its quality assurance processes and ensure that feedback between different disciplines and between staff and students is effective	This condition remains OPEN . An update on the condition was provided by the University during this visit. The deadline for this condition has been amended to 30 June 2023 to ensure that the University has enough time to submit evidence for the condition, following the ratification of the November 2021 visit report in May 2023.

2.3 Previous recommendations	
The recommendations listed below are extracted from the report of 03 May 2023	
Description	Comments
The programme's website page to be amended to state the ODM programme's current approval status	During this visit, the university provided an update on conditions and recommendations set at the November 2021 visit. The panel appreciate the information provided regarding this recommendation however, as this was a targeted visit, the requirements associated with the recommendations were not reviewed by the panel specifically. Though, the panel note that the website text has been amended.
The University should review the records completed by students to ensure that they are richer in terms of reflection and feedback.	During this visit, the university provided an update on conditions and recommendations set at the November 2021 visit. The panel appreciate the information provided regarding this recommendation however, as this was a targeted visit, the requirements associated with the recommendations were not reviewed by the panel specifically.
University processes should be reviewed and amended to ensure that there is consistency between supervisors	During this visit, the university provided an update on conditions and recommendations set at the November 2021 visit. The panel appreciate the information provided regarding this recommendation however, as this was a targeted visit,

	the requirements associated with the recommendations were not reviewed by the panel specifically.
The University should ensure that appropriate guidance and training is given to year three placement supervisors.	During this visit, the university provided an update on conditions and recommendations set at the November 2021 visit. The panel appreciate the information provided regarding this recommendation however, as this was a targeted visit, the requirements associated with the recommendations were not reviewed by the panel specifically.

2.4 Non-applicable requirements

As this was a targeted visit, only the aforementioned requirements were considered.

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 EVP offers the following recommendations to the provider.

D1.8	Where the route to registration is provided by more than one approved body, all must work in close collaboration, so as to provide an integrated and progressive learning experience that will facilitate the student's staged achievement of the competencies.
Recommendation 1	To continue to investigate mechanisms to share concerns about student performance on placement between GCU and ABDO Exams (ABX-DO), in relation to GDPR.
Rationale	Whilst the panel recognises that this is an area currently under review by the programme team, the University is encouraged to continue with their reviews to make sure both the University and ABX-DO have oversight of student performance during placements. The panel highlights that this should be reviewed with consideration of relevant policies and processes.

3.3 Commendations made at this visit

No commendations were made at this visit.