



COLLEGE *of* OPTICIANS  
OF BRITISH COLUMBIA  
a B.C. Health Regulator

**Instruction Manual**

**Login & Assessment**



**A Support Tool for the Continuing  
Competency Program (CCP)**



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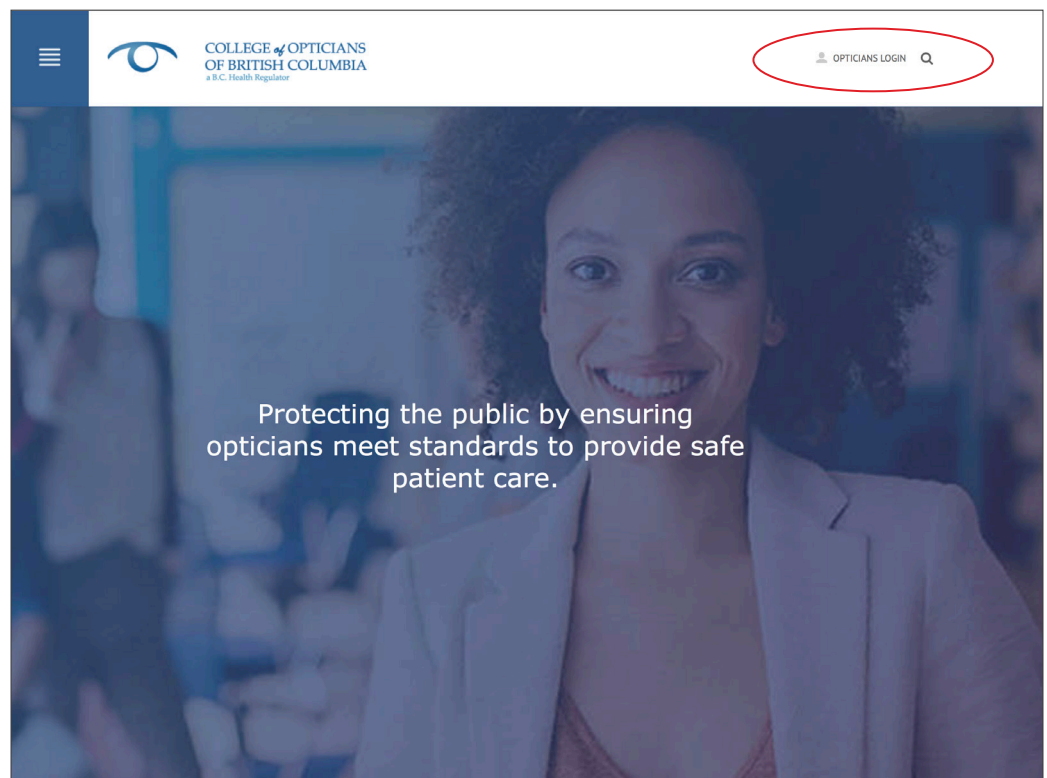
*Photo Credit: Aliis Sinisalu on Unsplash (cover), Trent Erwin on Unsplash (page 2)*

# Instruction Manual: Login & Assessment

This manual is intended to assist registrants in using the online tools necessary for completing the Continuing Competency Program (CCP). It provides step-by-step instructions, as well as tips to consider for an optimal experience.

## Login & Navigating the Main Page:

1. Go to the COBC website, [www.cobc.ca](http://www.cobc.ca)
2. In the upper, right-hand corner, click “Opticians Login”:



3. You will be asked to enter:

- User ID
- Password
- Registration/License #

**TIP:** Your login information will be the same that you use when you login to renew your license. You will need to remember the information as you will be logging in several times throughout your cycle. If you cannot remember your login information, or have difficulty logging in, please contact our office for assistance.

MEMBER LOGIN

User ID:

Password:

Registration/License #:

[Change Password](#)


[Forgot User ID and/or Password](#)

Enter the information and click "Login".

4. Once you have logged in, click "QA" (for Quality Assurance) at the top of your screen:

HOME RENEW LICENSE CHANGE STATUS MY PROFILE EVENTS **QA** MESSAGING LOGOUT

Jane Smith

 COLLEGE of OPTICIANS OF BRITISH COLUMBIA  
a B.C. Health Regulator


WELCOME

WELCOME JANE SMITH






5. You now have a few options:

HOME RENEW LICENSE CHANGE STATUS MY PROFILE EVENTS **QA** MESSAGING LOGOUT

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QUALITY ASSURANCE

-  Quality Assurance Tools
-  Continuing Competency Assessment
-  Online Learning Plan
-  Dashboard
-  Activities/Courses

A.  **Quality Assurance Tools**

- You may wish to click “**Quality Assurance Tools**” to link back to our website for information about the program: an information guide, an extensive FAQ document, goal setting examples, etc. You are encouraged to review this information before getting started, but you will also have access to this button throughout the system, or can find it on our [website](#) at any time. *(More information on these tools can be found further in this document.)*

B.  **Continuing Competency Assessment**

- If you are ready to start the program, your first requirement will be to complete the assessment. To do so, click “**Continuing Competency Assessment**” for access. *(Read further in this document for more instruction on taking the assessment.)*

**TIP:** At the start of each cycle, it is a good idea to complete the assessment portion of the program within the first month or two, to ensure you are leaving yourself enough time to create and complete 2 goals during your first year. You will need to complete 6 by the end of your cycle.

C.  **Online Learning Plan**

- If you have already completed the assessments required, you can click “**Online Learning Plan**” to start the next portion of the program. This is where you will create your goals and work on your plan, or access it when needed throughout your cycle.

**Note:** If you have not yet completed your assessments, you will not have access to this button. You must first complete the assessments before you can begin creating your learning plan. For complete instructions on accessing and completing the Online Learning Plan, please review the separate [Instruction Manual: Online Learning Plan](#).

D.  **Dashboard**

- You may also click “**Dashboard**” to see your progress in achieving your goals throughout your cycle, as well as any News/Updates from the COBC.

**Note:** If you have not yet completed your assessments, you will not have access to this button.

E.  **Activities/Courses**

- If you have already completed the assessments required, you will need to decide on your goals and learning plans. Clicking on the “**Activities/Courses**” button will give you access to a list of known, accredited activities that have been assigned specific competencies, to help you in your planning. These activities are meant to provide some guidance if needed, but you should also seek out activities on your own.

**Note:** For more details on entering activities into your plan, please review the separate [Instruction Manual: Online Learning Plan](#).

## Quality Assurance Tools:

By clicking “Quality Assurance Tools”, you will have access to this guide, as well as these other helpful guides and documents:

### Continuing Competency Program (CCP): Information Guide

- The Information Guide provides some background on quality assurance, and on the program specifically. It also goes into greater detail about the program requirements, and further explains each step of the process.

### Frequently Asked Questions Document

- The FAQ document answers around 50 of the most common questions about the CCP. Questions about starting the program, taking the assessment, creating learning goals, and completing the program are all covered here.

### Instruction Manual: Online Learning Plan

- This how-to manual will provide step-by-step instructions on how to complete your online learning plan. It will show you where to create goals and plans, how to add activities into your plans, and where to reflect on your learning.

### SMART Goals: Guidelines & Examples

- The SMART Goal guide explains what a SMART goal is, and provides specific tips on creating proper goals. It also offers several examples of appropriate SMART goals, suggested formatting when creating goals, and a practice worksheet.

### Learning Goal/Plan Worksheet

- This worksheet can be used if you wish to manually write out your goal and plan out your activities before adding them to your online program.

## Continuing Competency Assessment:

**TIP:** For more information on this portion of the program, please refer to the [CCP Information Guide](#).

1. If you are ready to start the program, your first requirement will be to complete the assessment. To get started, click “Continuing Competency Assessment.”

**TIP:** There is no need to prepare for the assessment in advance. Find a quiet place that will be free from disruption, ensure that your Internet connectivity is strong and secure, and allow 60-90 minutes to complete each section, at your convenience.

2. Once you have clicked “Continuing Competency Assessment”, you will see 4 different assessments. You will need to complete whichever assessments have been made available to you. Click on the “Start” button to begin an assessment:

**TIP:** Once you click “Start”, you will need to complete the assessment you have started in the same sitting, as it is timed.

The screenshot shows a user interface for the Continuing Competency Assessment. At the top, there is a navigation bar with links: HOME, RENEW LICENSE, CHANGE STATUS, MY PROFILE, EVENTS, QA, MESSAGING, and LOGOUT. The user's name, Jane Smith, is displayed in the top right corner. Below the navigation bar is the logo for the College of Opticians of British Columbia, a B.C. Health Regulator. The main heading is "CONTINUING COMPETENCY ASSESSMENT".

Welcome to the start of your new education cycle!

To begin, you will need to complete the assessments below. You will see there are 4 different assessments – each has been created to measure an optician’s current level of competency in their different areas of practice, using multiple-choice questions. You will need to complete whichever assessments you are eligible for.

Some things to remember:

1. These are not exams. No matter what the results are, you cannot fail the assessment or lose your license. The results of the assessment are simply to provide you with information about yourself, to help you plan your professional growth and focus on the areas that may need development.
2. Each assessment is timed, so please allow yourself the appropriate amount of time to complete it. Once you click 'Start' to begin an assessment, you cannot pause it and return to it later.
3. You do not need to complete all assessments in one sitting. You may do one today, and one next week if you wish, but if you start one you must finish it at that time.
4. Enjoy the process! This program is designed to benefit you and your development. You are already good at what you do – this is a great opportunity to learn more about yourself and create your own plan for further growth in your profession!

Core	<b>START</b>	Not Started 80 stems, 90 minutes
Eyeglasses	START	Not Started 60 stems, 70 minutes
Contact Lenses	START	Ineligible
Refracting	START	Ineligible

[VIEW ASSESSMENT RESULTS](#)



3. For the assessment, you will be answering multiple-choice questions. As the assessment is timed, you will see how much time you have remaining to complete the assessment, on the right side of your screen. This will count down as time passes:

HOME RENEW LICENSE CHANGE STATUS MY PROFILE EVENTS QA MESSAGING LOGOUT

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COLLEGE OF OPTICIANS OF BRITISH COLUMBIA  
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CONTINUING COMPETENCY ASSESSMENT

Core

1 to 5 of 80 [Next](#)

1) An optician receives a fax from an optical dispensary in Las Vegas requesting the file of one of the optician's patients, who is vacationing there. How should the optician manage this situation?

- Send the Rx only via fax to the Las Vegas dispensary.
- Request that the Las Vegas dispensary fax a release form signed by the patient.
- Refuse to release the file to anyone except the patient.

2) A first-time progressive lens wearer picks up his new eyewear. What should the optician do differently when dispensing this order compared with a distance or reading order?

- Provide special care and cleaning instructions.
- Confirm visual acuity at the prescribed distance.
- Offer instruction on head posture and focal areas.

3) A patient has returned to pick up a pair of badly damaged eyeglasses he had left for repair. The frame has been discontinued. The temples have been corroded from years of facial contact and the tips are cracked. The patient can't afford a new pair of eyeglasses so the optician has agreed to try the repair. The optician straightened and polished the frame and found replacement temples of the same model, colour and size. The patient, however, claims the repaired eyeglasses are not his and believes the optician is trying to return different glasses. In spite of all explanations, he refuses to believe the glasses are his and is causing a scene in the dispensary. What should the optician do to resolve the dispute?

- Put the old temples back on the frame and tell the patient there isn't anything more that can be done.
- Summarize the situation for another optician and ask him or her to manage the transaction.
- Ask the patient if he would mind having another optician join the conversation to listen and perhaps better understand the patient's complaints.

Time Left: 89 min

**TIP:** During the assessment, you can advance each screen by clicking “Next”, but also go back to older questions by clicking “Previous” if you want to review your answers, or re-visit a question later. You can also change any of your answers prior to submitting.

Once you have answered all questions, you can click “Submit the Assessment” on the final page. You will then be taken back to the main assessment page.

4. Once you have completed a section of the assessment, you can click “View Assessment Results” to see your results for the sections you have completed:

CONTINUING COMPETENCY ASSESSMENT

Welcome to the start of your new education cycle!

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Some things to remember:

1. These are not exams. No matter what the results are, you cannot fail the assessment or lose your license. The results of the assessment are simply to provide you with information about yourself, to help you plan your professional growth and focus on the areas that may need development.
2. Each assessment is timed, so please allow yourself the appropriate amount of time to complete it. Once you click 'Start' to begin an assessment, you cannot pause it and return to it later.
3. You do not need to complete all assessments in one sitting. You may do one today, and one next week if you wish, but if you start one you must finish it at that time.
4. Enjoy the process! This program is designed to benefit you and your development. You are already good at what you do – this is a great opportunity to learn more about yourself and create your own plan for further growth in your profession!

Core	<input type="button" value="START"/>	Completed
Eyeglasses	<input type="button" value="START"/>	Completed
Contact Lenses	<input type="button" value="START"/>	Ineligible
Refracting	<input type="button" value="START"/>	Ineligible

Your assessment results will be made available immediately after completing one of the sections. The results will also be available for you to view at any point throughout your cycle.

5. Once you have clicked “View Assessment Results” you will be able to see which competencies you are Exemplary in, are Moderate in, or those you Need to address.

This screen shows you the results from the Core section of the assessment. It lists the competencies on the left, and your competency profile (your results) on the right:

Core

Competency Domain	Performance
1.0: Assumes Professional Responsibilities	Exemplary
2.0: Communication and Collaboration Effectively	Exemplary
3.0: Educates and Advocates Effectively	Need to address
4.0: Applies Organizational Management Principles	Moderate
5.0: Ensures Patient / Client and Practice Safety	Need to address
6.0: Demonstrates Clinical Knowledge	Exemplary
7.0: Applies Critical Thinking and Professional Judgment	Moderate
8.0: Utilizes Practice Process	Exemplary

- If you need to complete other sections of the assessment, you can click “QA” at the top of the screen which will take you back to your initial options, or click the “Assessment” button.

**TIP:** For more information on the competencies, you may also download the National Competency document from this screen, which will show you a complete breakdown of the performance indicators within each competency listed.

## ASSESSMENT RESULTS

The following results have identified the competencies in which you are Exemplary, Moderate, or will Need to address. These results will help you determine where to focus your development, when deciding your learning goals in the next stage of the process. Once you have finished all of your assessments, you can access your Online Learning Plan by clicking the button on the right.

For a complete description of the competency domains, [download](#) the NACOR Competencies document.

Tools
Online Learning Plan
Dashboard
Assessment

### Core

Competency Domain	Performance
1.0: Assumes Professional Responsibilities	Exemplary
2.0: Communication and Collaboration Effectively	Exemplary
3.0: Educates and Advocates Effectively	Need to address
4.0: Applies Organizational Management Principles	Moderate
5.0: Ensures Patient / Client and Practice Safety	Need to address
6.0: Demonstrates Clinical Knowledge	Exemplary
7.0: Applies Critical Thinking and Professional Judgment	Moderate
8.0: Utilizes Practice Process	Exemplary

Once you have completed all assessment sections required of you, you are now ready for the next portion of the CCP - the Online Learning Plan. From your results, you will choose which competencies to work on, create some goals, and plan out the activities you will be participating in to achieve those goals.

**TIP:** For a manual on how to start the next part of the program, please review the [Instruction Manual: Online Learning Plan](#).

