# Glass Processing

# National Occupational Standards

# Draft

Functional Map

This project will review the National Occupational Standards for specific job roles and functions associated with Fabrication of Glass Supporting Systems. It is aimed at those who undertake work to produce fabricated products such as door and window frames and units, conservatories, and glazing systems used in curtain walling etc. The table below covers all functions involved.

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| **Role/Area** | **Key Activity** | **URN** | **NOS Title** |
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### PROGEN01 Promote and maintain health and safety within the working environment (Signposted)

### Overview

This standard covers the need to not only meet the broad requirements of health and safety, but also ensure that other people also meet them. It deals with mainly preventative activities, the need to follow health and safety guidelines and ensuring the work area is free from hazards.

It also covers coping in an emergency, you are expected to ensure that medical assistance is summoned and that the emergency services are called where necessary. It is also concerned with promoting health and safety in the workplace to colleagues and visitors, trying to ensure they also comply with all relevant requirements. It is also important that developments in health and safety regulations are monitored and promoted.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. follow the regulations and guidelines for health and safety protection at all times
2. carry out formal risk assessments and report findings to the appropriate person/authority
3. ensure the immediate work area is free from health and safety hazards
4. identify promptly any health and safety hazards and report them to an appropriate authority
5. take suitable action to prevent harm to individuals
6. plan and organise safe working practices
7. select and use safety equipment and personal protective equipment correctly
8. follow manufacturers’ and other relevant instructions relating to the safe use of equipment and materials
9. inform visitors to the work area of health and safety procedures
10. prevent unauthorised access to hazardous and/or dangerous areas
11. report clearly accidents and emergencies in the appropriate information systems
12. monitor organisational changes in health and safety regulations and guidelines and implement their requirements as soon as possible
13. monitor colleagues to ensure they comply with health and safety requirements
 | 1. relevant health and safety regulations and guidelines
2. health and safety hazards that could be found in the workplace
3. who should be informed of health and safety hazards
4. what safe and unsafe working practices are
5. the type of safety equipment and personal protective equipment should be used in different situations
6. the type of injuries that could occur
7. how to summon medical assistance
8. who are the qualified first-aiders that are available
9. the standard operating procedures are for dealing with different types of emergency
10. how to alert the emergency services, and what type of information will need to be provided
11. the evacuation procedures for workers and visitors and where should people gather
12. who is authorised to enter dangerous and/or hazardous areas
13. the accident reporting procedures
14. how to obtain information on changes to relevant health and safety regulations and guidelines
15. how to monitor colleagues complying with health and safety requirements
16. the duties of employers and employees in relation to health and safety
17. how to identify different types of health and safety hazards
18. what actions should be taken to minimise the risks when health and safety hazards that are identified
19. what health surveillance procedures are available and where to obtain information and training on them
20. which work areas contain hazardous activities
21. where to obtain information on the safe use of equipment
22. the health and safety procedures for visitors
23. which equipment should be used for different types of emergency
24. who is authorised to use emergency equipment
25. what information systems should be used
26. why it is important to use the information systems
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## PROGEN02 Communicating and working with others (Signposted)

### Overview

This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. It is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. treat people in a way that maintains good working relationships
2. bring to the attention of colleagues information that might have an immediate effect on their work
3. carry out requests from other people promptly without holding up the course of the work
4. refer requests that cannot be met to an appropriate person
5. make available to others the resources that are required to achieve work activities
6. share information internally and externally using a range of different methods
7. treat people’s property with care and respect, and comply with security procedures wherever necessary
8. restrict any adverse impact of your own work on other people
9. provide information to other people as soon as possible after they have requested it
10. ensure information provided to other people is accurate and contains sufficient detail to meet their requirements
11. provide information in a way that is appropriate to the person requesting it
 | 1. why it is important to develop good working relationships with colleagues and customers
2. security procedures for dealing with property
3. who should be informed of problems in working relationships
4. the grievance and disciplinary procedures that are available
5. how to report problems in working relationships that cannot be resolved to an appropriate authority as soon as possible
6. what information systems should be used
7. who needs information, and for what purpose
8. the most appropriate sources for different types of information
9. the procedures for exchanging different types of information
10. why sharing information with colleagues is important
11. the consequences of exchanging inaccurate or incomplete information
12. the types of problems that could occur
13. how different types of problems can be resolved
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### PROGEN03 Develop new work procedures (Signposted)

### Overview

This standard is concerned with developing new work procedures or modifying existing work procedures, for achieving new work requirements. You have to assess the requirements of the work. When all the factors have been assessed, you should specify a procedure that can be successfully used. This will involve testing the procedure to make sure it works, and then providing sufficient details to others so that they can replicate the procedure later.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. identify clearly the purpose of the work
3. select the resources that have to be used in the work
4. identify any features and characteristics of the work that could affect the work procedures that might be used
5. identify any potential problems and their solutions
6. obtain information on previous examples of similar work
7. identify potential work procedures for undertaking the work and assess their advantages and disadvantages
8. specify clearly the work procedures that are most suitable
9. produce a work procedure that is clear and specific
10. identify the resources required to implement the work and incorporate them into the work procedures
11. highlight any special requirements for undertaking the work and confirm them with the appropriate people
12. inform all relevant parties of the work procedures and provide them with an appropriate rationale for their introduction
13. record information on the new work procedures in the appropriate information systems
14. obtain information on the effectiveness of the new work procedures wherever possible
 | 1. relevant health and safety responsibilities and obligations
2. the relevant health and safety procedures that need to be followed
3. the work has to be done to meet different requirements
4. the methods or procedures that are available for doing the work
5. how similar work has turned out previously
6. how to assess the different work methods or procedures
7. the type of special requirements that might be needed for implementing the work
8. how to identify features and characteristics of work that could affect procedures
9. why written procedures are important
10. how to assess advantages and disadvantages of potential work procedures
11. who needs to know about the work procedure and rationale
12. how to inform people of the work procedure
13. how to provide a rationale for the work procedure
14. how to test and assess the work procedure
15. the resources that are required for different types of work and what resources are available
16. the standard operating procedures for different activities
17. how to obtain information on the standard operating procedures
18. the types of problems that could occur
19. how different types of problems can be resolved
20. what information systems should be used
21. why it is important to use the information systems
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## PROGEN04 Assess the quality of materials (Signposted)

## Overview

This standard is concerned with being able to make an assessment of the quality of materials/components. You will need to be able to identify the main characteristics of the materials/components that you work with, and to ensure that the materials/components match the specifications required by the work being undertaken.

You need to be able to detect any obvious variations that could affect the work. You also need to be able to identify the most likely causes of these variations, and make recommendations to correct them to the appropriate people.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. select the appropriate method and equipment to assess materials
2. ensure the equipment used to assess quality is functioning correctly
3. assess the materials/components using appropriate equipment and methods
4. identify the main characteristics and features of the materials/ components
5. check that the materials/components accord with the information on them
6. report any discrepancies to the appropriate people according to standard operating procedures
7. obtain the correct specification for the materials/components
8. examine the materials/components for variations in quality using the appropriate methods
9. ensure the equipment used in the examination process is appropriate
10. identify correctly any variation between the quality of the materials/ components and the specification
11. ensure the quality assurance results are recorded in the appropriate information systems
12. access all relevant information on the causes of the variation in materials/components
13. identify the most likely causes of the variation, and prioritise investigation accordingly
14. identify the causes of the variation
15. obtain expert assistance when the causes of the variation cannot be identified
16. identify suitable solutions for rectifying the causes of the variation
17. ensure quality assurance results are recorded correctly in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. the relevant health and safety procedures that need to be followed
3. what quantity of materials/components should be used for different work activities
4. the type of materials/components are required for different jobs
5. how to confirm the specification of materials/components
6. the types of variation in quality that could occur
7. the indications of the variations in quality
8. the most appropriate types of information for identifying causes of a variation
9. the likelihood of a variation occurring in different materials/components
10. the types of corrective action that can be carried out
11. how to make recommendations for correcting variations in quality
12. the importance of quality checks and the possible implications if they are not carried out
13. the methods that can be used for verifying whether the correct cause of a variation has been identified
14. when it is appropriate to bring in additional expertise, and the consequences on the organisation and the customer
15. the types of solution that are possible for different quality assurance problems
16. what information systems should be used
17. why it is important to use the information systems
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### PROGEN05 Identify and rectify technical problems in a process and manufacturing working environment (Signposted)

### Overview

This standard covers the identification and rectification of technical problems in a process and manufacturing working environment and those problems that require a high degree of problem solving. Often the location of a technical problem is not immediately apparent, and you will have to investigate the location of the problem and identify its nature. Once the location and nature of the problem is identified, it is necessary to identify what is actually causing it: this might be a component, or faulty materials, or even faulty design. You will then have to work through a number of solutions before determining the right one.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. access all relevant information on the technical problem
2. select the appropriate action to identify the technical problem
3. investigate thoroughly the indications of a technical problem and identify its possible location
4. isolate the technical problem to determine its actual location
5. seek alternative solutions where technical problems have not been located, and suggest them to the appropriate people
6. inform the relevant people of the consequences of technical problems being located in difficult locations
7. investigate thoroughly the technical problem and identify its possible causes using appropriate diagnostic methods
8. evaluate the likelihood of each possible cause being responsible for the technical problem, and prioritise work accordingly
9. diagnose the causes of the technical problem
10. refer the technical problem to expert assistance when the cause cannot be identified
11. identify any problems relating to the diagnosis and deal with them according to standard operating procedures
12. arrange for the rectification of the technical problem using appropriate personnel, equipment, materials, and work procedures
13. ensure that the rectification meets all specifications and requirements
14. verify that the technical problem has been rectified and monitor it over a suitable period
15. identify any problems relating to the work and deal with them according to standard operating procedures
16. inform the relevant people that the technical problem has been rectified
 | 1. the types of technical problem that could occur
2. what actions are required to identify different types of technical problem
3. the likely locations of different technical problems
4. which locations are difficult or non-accessible
5. how to investigate the causes of technical problems
6. when to obtain expert assistance and the implications for the organisation and customer
7. how and where to obtain expert assistance
8. when it is advisable to escalate attempts to find a technical problem, and which other actions could be pursued
9. the most appropriate diagnostic methods for identifying the causes of technical problems
10. diagnostic methods that should be used for different types of technical problems
11. the possible causes of technical problems
12. the types of problems that could occur with the diagnostic process, and the standard operating procedures for dealing with them
13. the work that has to be done to meet different requirements
14. what equipment, materials, and work procedures should be used for different jobs
15. how similar work has turned out previously
16. what information systems should be used
17. why it is important to use the information systems
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### PROGEN06 Improve the work of the organisation through the use of resources, communication and working relationships (Signposted)

### Overview

This standard covers the need to get beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. You should not only try to improve the work of the organisation but should also encourage others to do so. It covers the need to keep costs down by using resources effectively, and this means ensuring all those that undertake the work also try to do this. It is important that equipment is used economically, that components are not damaged and that materials are used in the correct quantities. Surplus materials are retained wherever possible.

It is also concerned with obtaining and providing information to ensure that all the information required to undertake the work is available. It also covers the need to provide information to colleagues to ensure they are fully informed of the work that is being undertaken. Finally, the need to develop and maintain good working relationships within the organisation, especially with colleagues, but also importantly with customers.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. ensure suitable quantities of materials are used during work activities
2. ensure surplus materials are salvaged for further processing wherever possible
3. ensure equipment is used efficiently and carefully in accordance with standard operating procedures and manufacturers’ instructions
4. ensure equipment is maintained according to standard operating procedures
5. minimise expenditure on non-essential items wherever this does not affect quality
6. identify and pass on potential improvements to work activities to the appropriate people
7. provide information to colleagues as soon as possible after they have requested it
8. ensure information provided to colleagues is accurate and contains sufficient detail to meet their requirements
9. provide information in a way that is appropriate to the person requesting it
10. identify any problems relating to the exchange of information and deal with them according to standard operating procedures
11. exchange information according to standard operating procedures
12. P treat people in a way that maintains good working relationships
13. bring to the attention of colleagues information that might have an immediate effect on their work
14. carry out requests from colleagues promptly without holding up the course of the work
15. refer requests that cannot be met to an appropriate person
16. make available to others the resources that are required to achieve work activities
17. treat people’s property with care and respect, and comply with security procedures wherever necessary
18. restrict any adverse impact of own work on other people
19. monitor and resolve problems in working relationships and report those that cannot be resolved to an appropriate authority as soon as possible
 | 1. how different types of material should be transported and stored
2. the quantity of materials that should be used for different work activities
3. which materials can be salvaged, and how they are salvaged
4. the actions that can be taken to minimise wastage of resources
5. what equipment to use for different work activities
6. how to operate different types of equipment
7. how to avoid damaging equipment through incorrect use
8. the maintenance requirements of different types of equipment
9. the standard operating procedures for different activities
10. how to obtain information on the standard operating procedures
11. the types of information that needs to be shared
12. what information systems should be used
13. the most appropriate sources for different types of information
14. the procedures for exchanging different types of information
15. the consequences of exchanging inaccurate or incomplete information
16. the types of problems that could occur
17. how different types of problems can be resolved
18. why is it important to develop good working relationships with colleagues and customers
19. who should be informed of problems in working relationships
20. what are the grievance and disciplinary procedures that are available
21. ways to identify improvements that can be made in work activities
22. how to pass on suggestions for improvements that have been identified
23. who to make the suggestions to and what they need to be made aware of
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### PROGEN07 Check the quality of products in a process and manufacturing working environment (Signposted)

### Overview

This standard is concerned with checking the quality of products. You need to be able to check the specifications of the products being produced and identify any problems as they occur. You also need to be able to detect any obvious variations, including defects in the production process that could adversely affect the product. Then take the appropriate action and report the variations to the appropriate people.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. obtain the correct specification for the product
2. ensure the inspection equipment used is appropriate and adjusted correctly
3. check that the product is within the range provided in the specification
4. ensure the inspection equipment is fully functioning
5. examine the product with the appropriate inspection equipment
6. examine the product for variations in quality using the correct procedures
7. identify any variation between the quality of the product and the specification
8. ensure the results are recorded in the appropriate information systems
 | 1. how to confirm the specification of products
2. K2 the variations that could occur in a product
3. K3 the indications that the variations exist
4. K4 the type of problems that could occur with the products and the standard operating procedures for dealing with them
5. K5 the appropriate equipment for inspecting different types of product
6. K6 if the inspection equipment is functioning correctly
7. K7 if the inspection equipment is correctly adjusted
8. K8 the correct action to be taken if:
9. K8.1 the product is within specification but varying widely
10. K8.2 the product is out of specification
11. K9 what information systems should be used
12. K10 why it is important to use the information systems
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PROGEN09 Locate, handle and position materials or components

### Overview

### This standard covers the locating, handling and positioning of materials or components. You will need to identify what type and quantity of materials or components are required and then locate them. You will have to handle the materials or components safely and position them for use in their work activities.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. confirm the requirements for materials or components
2. P2 identify the correct location for materials or components
3. P3 check that the materials or components match their markings
4. P4 select the appropriate type and quantity of products, materials or components according to the job specification
5. P5 handle materials or components in a way that prevents damage to them and their surrounding environment
6. P6 position materials or components according to standard operating procedures
7. P7 safely handle the products, materials or components using approved handling techniques
8. P8 use handling equipment that is suitable and minimise wear and tear on the equipment
9. P9 identify any problems relating to the locating, handling or positioning of materials or components and deal with them according to standard operating procedures
10. P10 record information on the handling of materials or components in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the different types of products, materials or components that are used
4. K4 the identification markings for the range of products, materials or components that on the site
5. K5 the normal locations of products, materials or components and the potential alternative locations when these are not available
6. K6 how to check that the materials or components match their markings
7. K7 the type of problems that could occur with the products, materials or components and the standard operating procedures for dealing with them
8. K8 how different types of material or components should be handled
9. K9 where to position different types of material or components
10. K10 what is the type of damage that can occur as a result of handling products, materials or components incorrectly
11. K11 which handling equipment should be used and its capabilities and capacities
12. K12 the authority or licences are necessary to use the handling equipment
13. K13 which information systems should be used
14. K14 why it is important to use the information systems
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### PROGP01 Process glass products by toughening

### Overview

This standard covers the skills and knowledge required to toughen glass products. It covers the application of heat to toughen the glass, selecting to appropriate methods and equipment and ensuring that the products meet specification.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 select the appropriate method and equipment for applying heat and confirm that it is available and safe for use
4. P4 carry out quality checks on the process following standard operating procedures
5. P5 carry out quality checks on the finished products
6. P6 prepare the equipment, machinery or tools appropriately
7. P7 start up and shut down the equipment, machinery or tools safely, systematically in accordance with standard operating procedures
8. P8 operate the equipment, machinery or tools according to standard operating procedures and manufacturers’ instructions
9. P9 identify any problems relating to the process and deal with them according to standard operating procedures
10. P10 record information on the process in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 what are the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail that is required in a specification
5. K5 what equipment, materials and work procedures should be used
6. K6 the preparation process for glass prior to toughening
7. K7 the industry standards that must be met
8. K8 the glass toughening process
9. K9 how to check that the toughened glass meets specification
10. K10 what to do if the finished product does not meet specification and standards
11. K11 the type of problems that could occur and the standard operating procedures for dealing with them
12. K12 which information systems should be used
13. K13 why it is important to use the information systems
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### PROGP02 Glass edge sealing

### Overview

This standard covers the skills and knowledge required to seal the edge of glass sealed units.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 edge seal sealed units to specification
4. P4 make adjustments for spacer bar sizes
5. P5 identify any problems relating to the equipment, machinery or tools and deal with them according to standard operating procedures
6. P6 record information on the operation of the equipment, machinery or tools in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail is required in a specification
5. K5 the method for edge sealing double or triple glazed units
6. K6 the equipment used in edge sealing
7. K7 the type of problems that could occur with the equipment or machinery and the standard operating procedures for dealing with them
8. K8 which information systems should be used
9. K9 why it is important to use the information systems
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## PROGP03 Package glass products for storage

### Overview

This standard covers the packaging of glass products for storage. It covers being able to prepare packing materials and equipment, packing products to specification and marking or labelling products.

### Outcomes

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| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 select the appropriate packing materials
4. P4 select the appropriate packing equipment
5. P5 check that packing materials and equipment are undamaged
6. P6 assemble the packing materials following standard operating procedures
7. P7 pack products in a way that prevents damage to them
8. P8 mark or label products ensuring that the products remain undamaged following standard operating procedures
9. P9 identify any problems relating to the equipment, machinery or tools and deal with them according to standard operating procedures
10. P10 record information on the operation of the equipment, machinery or tools in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail that is required in a specification
5. K5 what packing equipment and materials should be used for different products
6. K6 why it is important to pack products according to standard operating procedures
7. K7 the processes for packing glass products
8. K8 different types of identification for products and packaging
9. K9 the type of problems that could occur with the equipment or machinery and the standard operating procedures for dealing with them
10. K10 which information systems should be used
11. K11 why it is important to use the information systems
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### PROGP04 Prepare and operate equipment/machinery/tools in glass processing

### Overview

This standard covers the preparation and operation of equipment/machinery/ tools. The equipment is used to undertake work activities, and you are expected to be able to prepare it for operation. You will need to monitor the equipment during operation and identify any indications of a malfunction or poor performance.

In addition, you have to ensure the equipment is clean and clear from obstructions. You are not expected undertake routine or emergency maintenance which will be carried out by maintenance engineers.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 select the equipment, machinery or tools that are suitable and confirm that it is available and safe for use
4. P4 prepare the equipment, machinery or tools appropriately
5. P5 start up and shut down the equipment, machinery or tools safely, systematically in accordance with standard operating procedures
6. P6 operate the equipment, machinery or tools according to standard operating procedures and manufacturers’ instructions
7. P7 ensure monitoring and control systems are fully functional
8. P8 monitor the operation of the equipment, machinery or tools
9. P9 remove immediately any items liable to damage the equipment, machinery or tools
10. P10 clear the equipment, machinery or tools of debris, dirt, and other materials that affect its ability to operate following standard operating procedures
11. P11 identify any problems relating to the equipment, machinery or tools and deal with them according to standard operating procedures
12. P12 record information on the operation of the equipment, machinery or tools in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail that is required in a specification
5. K5 what equipment, materials, and work procedures should be used for different jobs
6. K6 where to obtain information on the safe use of equipment, machinery or tools
7. K7 what equipment, machinery or tools to use for different work activities
8. K8 how to avoid damaging equipment, machinery or tools through incorrect use
9. K9 how different types of equipment, machinery or tools can be prepared for different requirements
10. K10 how to operate different types of equipment, machinery or tools
11. K11 the maintenance requirements of different types of equipment, machinery or tools
12. K12 the different monitoring methods for different types of equipment, machinery or tools
13. K13 the type of items that could damage the equipment, machinery or tools
14. K14 the type of problems that could occur with the equipment, machinery or tools and the standard operating procedures for dealing with them
15. K15 which information systems should be used
16. K16 why it is important to use the information systems
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### PROGP05 Check the quality of products in glass processing

### Overview

This standard is concerned with checking the quality of products. It covers checking the specifications of the products being produced and identifying any problems as they occur. It also covers being able to detect any obvious variations, including defects in the production process that could adversely affect the product. Then taking action and reporting the variations to the appropriate people.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 examine the product with the correct inspection equipment
3. P3 ensure the inspection equipment is functioning correctly
4. P4 obtain the correct specification for the product
5. P5 check that the product is within the range provided in the specification
6. P6 ensure the results are recorded correctly in the appropriate information systems
7. P7 examine the product for variations in quality using the approved procedures
8. P8 ensure the inspection equipment used is appropriate and adjusted correctly
9. P9 obtain the correct specification for the product
10. P10 identify correctly any variation between the quality of the product and the specification
11. P11 ensure results are recorded correctly in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the specification of products
4. K4 the variations that could occur in a product
5. K5 indications that the variations exist
6. K6 type of problems can occur with the products, and the standard operating procedures for dealing with them
7. K7 the correct equipment for inspecting different types of product
8. K8 how to ensure the inspection equipment is functioning correctly
9. K9 how the inspection equipment is adjusted
10. K10 what information systems should be used
11. K11 why it is important to use the information systems
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### PROGP06 Process products and materials by applying heat

### Overview

This standard covers the processing of products and materials by the application of heat. This involves preparing the products and materials for heating, and ensuring the correct type and quality are available. Using the appropriate equipment to apply heat in a way that shapes the product or material to meet the company specification. It also includes identifying any problems with the process and taking the appropriate action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of the products and materials
3. P3 ensure the products and materials are available for processing
4. P4 select the appropriate type, quantity and quality of products and materials to be used during the preparation
5. P5 prepare the products and materials according to schedule and standard operating procedures
6. P6 identify any problems relating to the products and materials and deal with them according to standard operating procedures
7. P7 store the prepared products and materials in an appropriate place
8. P8 identify suitable methods for applying the heat required to shape the products and materials
9. P9 position the products and materials for heating following standard operating procedures
10. P10 apply heat for the appropriate length of time following standard operating procedures
11. P11 monitor the application of the heat to ensure it meets requirements
12. P12 identify any problems relating to the application of heat and deal with them according to standard operating procedures
13. P13 record information on the heating of products and materials in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the types of processing undertaken
4. K4 what preparation equipment should be used
5. K5 the preparation processes that should be applied to different products and materials
6. K6 the appropriate type, quantity and quality of products and materials that are to be used in different processes
7. K7 the appropriate storage areas for products and materials before and after processing
8. K8 the type of problems that could occur with applying heat and the standard operating procedures for dealing with them
9. K9 the methods for applying heat to different products
10. K10 how to position products and materials
11. K11 how to determine the conditions and length of time for applying heat
12. K12 how to monitor the application of heat
13. K13 what information systems should be used
14. K14 why it is important to use the information systems
 |

### PROGP07 Cut glass in glass processing

### Overview

This standard covers the processing of products and materials by cutting. This involves preparing the products and materials for cutting and ensuring the correct type and quality are available. Then using the appropriate equipment to cut the product or material in a way that shapes it to meet the specification. It also includes identifying any problems with the process and taking the appropriate action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of the products and materials
3. P3 ensure the products and materials are available for processing
4. P4 select the appropriate type, quantity, and quality of products and materials to be used during the preparation
5. P5 prepare the products and materials correctly according to schedule and standard operating procedures
6. P6 select the appropriate equipment for cutting the glass
7. P7 identify any problems relating to the products and materials and deal with them according to standard operating procedures
8. P8 store the prepared products and materials in an appropriate place
9. P9 identify suitable methods for cutting products and materials
10. P10 position products and materials correctly for cutting
11. P11 cut the products and materials correctly according to the specification
12. P12 monitor the cutting to ensure it achieves the specification
13. P13 dispose of unwanted glass appropriately minimising waste by salvaging reusable glass
14. P14 use products and materials effectively to minimise wastage
15. P15 identify any problems relating to the cutting and deal with them according to standard operating procedures
16. P16 record information on the cutting of products and materials in the appropriate information systems
 | 1. the relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the properties of the following types of glass
4. K3.1 laminated
5. K3.2 Georgian wired
6. K3.3 float glass
7. K3.4 mirrors
8. K4 how to monitor the glass cutting process
9. K5 what type of processing is undertaken
10. K6 what preparation equipment should be used
11. K7 the preparation processes that should be applied to different products and materials
12. K8 the correct type, quantity, and quality of products and materials that are to be used in different processes
13. K9 the appropriate storage areas for products and materials before and after processing
14. K10 the methods for cutting different types of products and materials
15. K11 how to position products and materials correctly
16. K12 the correct way of cutting products and materials
17. K13 how to utilise products and materials to minimise wastage
18. K14 the type of problems that could occur with cutting and the standard operating procedures for dealing with them
19. K15 which information systems should be used
20. K16 why it is important to use the information systems
 |

### PROGP08 Process products and materials by shaping

### Overview

This standard covers the processing of products and materials by shaping. This involves preparing the products and materials for shaping and ensuring the correct type and quality are available. Then using the appropriate equipment to shape the product or material in a way that enables it to meet the specification. It also covers identifying any problems with the process and taking the appropriate action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of the products and materials
3. P3 ensure the products and materials are available for processing
4. P4 select the correct type, quantity, and quality of products and materials to be used during the preparation
5. P5 prepare the products and materials correctly according to schedule and standard operating procedures
6. P6 store the products and materials in an appropriate place
7. P7 identify suitable methods for shaping products and materials
8. P8 select the appropriate equipment for shaping products and materials
9. P9 position products and materials appropriately for shaping
10. P10 shape the products and materials according to the specification
11. P11 monitor the shaping to ensure it achieves the specification
12. P12 use products and materials effectively to minimise wastage
13. P13 dispose of unwanted products and materials following standard operating procedures
14. P14 identify any problems relating to the shaping and deal with them according to standard operating procedures
15. P15 record information on the shaping of products and materials in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for shaping different types of product
4. K4 how to position products and materials
5. K5 how to utilise products and materials to minimise wastage
6. K6 the type of problems that could occur with shaping and the standard operating procedures for dealing with them
7. K7 which information systems should be used
8. K8 why it is important to use the information systems
 |

### PROGP09 Process products and materials by assembly

### Overview

This standard covers the processing of products and materials by assembly. This involves preparing the products and materials for assembly and ensuring the correct type and quality are available. Using the appropriate equipment to assemble the products and materials in a way that enables the product to meet the specification. It also covers identifying any problems with the process and taking the appropriate action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of the products and materials
3. P3 ensure the products and materials are available for processing
4. P4 select the appropriate type, quantity, and quality of products and materials to be used during the preparation
5. P5 select the appropriate equipment for assembling products and materials
6. P6 prepare the products and materials correctly according to schedule and standard operating procedures
7. P7 store products and materials in an appropriate place
8. P8 confirm the methods and materials for assembling the products and materials
9. P9 position the products and materials during the assembly process
10. P10 assemble products and materials correctly according to the specification
11. P11 identify any problems relating to the assembly of products and deal with them according to standard operating procedures
12. P12 record information on the assembly of products in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for assembling different types of product
4. K4 how to position products and materials
5. K5 where to store the products and materials
6. K6 how assembled products are identified
7. K7 the type of problems that could occur with assembly and the standard operating procedures for dealing with them
8. K8 what information systems should be used
9. K9 why it is important to use the information systems
 |

### PROGP10 Applying coatings or treatments in glass processing

### Overview

This standard covers the processing of products and materials by applying coatings or treatments. This involves preparing the products and materials for the application of the coating or treatment, and ensuring the correct type and quality are available. Then using the appropriate equipment to coat or treat the products and materials in a way that enables the product to meet the specification. It also covers identifying any problems with the process and taking the appropriate action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of the products and materials
3. P3 ensure the products and materials are available for processing
4. P4 select the appropriate type, quantity, and quality of products and materials to be used during the preparation
5. P5 prepare the products and materials according to schedule and standard operating procedures
6. P6 store the products and materials in an appropriate place
7. P7 confirm the methods for coating or treating the products and materials
8. P8 apply coatings or treatments according to specifications
9. P9 check the application of the coating or treatment to ensure it meets the specification
10. P10 ensure products are removed after the coating or treatment process following standard operating procedures
11. P11 finish the coating or treatment of the products and materials by using the appropriate methods and materials
12. P12 prepare the products and materials for further activities according to specification
13. P13 store the products and materials correctly in the appropriate locations
14. P14 identify any problems relating to the coating or treatment of products and materials and deal with them according to standard operating procedure
15. P15 record information on the coating or treatment of products and materials in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for coating or treating different products and materials
4. K4 which preparation equipment should be used
5. K5 the correct type, quantity, and quality of materials that are to be used in different coating or treatment processes
6. K6 how to check the application of coatings or treatments
7. K7 how to remove coated or treated products and materials correctly
8. K8 how to finish different types of products and materials after coating or treatment
9. K9 what other activities could follow the coating or treatment of the products and materials
10. K10 the recommended schedules for controlling the condition of the coated or treated products and materials
11. K11 the appropriate storage areas for products and materials before and after coating or treatment
12. K12 the type of problems that can occur with coating or treating and the standard operating procedures for dealing with them
13. K13 what information systems should be used
14. K14 why it is important to use the information systems
 |

### PROGP11 Decorate glass products by removing material

### Overview

This standard covers the decoration of glass products by removing material and includes processes such as grinding, etching, engraving and sandblasting. It covers decorating the glass product and then finishing the decoration with the appropriate processes, which could include polishing, grinding, cleaning and marking.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 confirm the methods and materials required for decorating by removing material
3. P3 position glass products for decorating following standard operating procedures
4. P4 apply material removal methods according to specifications
5. P5 finish the decoration of the glass products by using the appropriate methods and materials
6. P6 prepare the glass products for further work according to specification
7. P7 ensure the decorated glass products are ready for any further work
8. P8 store the glass products in the appropriate locations
9. P9 identify any problems relating to the decoration of glass products and deal with them according to standard operating procedures
10. P10 record information on the decoration of glass products in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for decorating products by removing materials
4. K4 the correct type, quantity, and quality of materials that are to be used in different decorating processes
5. K5 how to position glass products
6. K6 what type of work follows the decoration of glass products
7. K7 how to finish different glass products after decoration by removing material
8. K8 the recommended schedules for controlling the condition of the glass products
9. K9 where to store the glass products after decoration and finishing
10. K10 how finished decorated products are identified
11. K11 the type of problems that could occur with decorating by removing materials and the standard operating procedures for dealing with them
12. K12 what information systems should be used
13. K13 why it is important to use the information systems
 |

### PROGP12 Decorate glass products by applying additional material

### Overview

This standard covers the decoration of glass products by applying additional materials and includes processes such as painting (by spray and by hand), screen printing and bonding. It covers decorating the glass product and then finishing the decoration with the appropriate processes, which could include polishing, grinding, cleaning and firing.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 confirm the methods and materials required for decorating by applying additional material
3. P3 position glass products for decorating following standard operating procedures
4. P4 apply additional material according to the specification
5. P5 ensure the decorated glass products are ready for any further work
6. P6 finish the decoration of the glass products by using the appropriate methods and materials
7. P7 prepare the glass products for further work according to specification
8. P8 store the glass products in the appropriate locations
9. P9 identify any problems relating to the decoration of glass products and deal with them according to standard operating procedures
10. P10 record information on the decoration of glass products in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for decorating products by applying additional material
4. K4 the correct type, quantity and quality of materials that are to be used in different decorating processes
5. K5 how to position glass products
6. K6 what type of work follows the decoration of glass products
7. K7 how to finish different glass products after decoration by applying material
8. K8 the recommended schedules for controlling the condition of the glass products
9. K9 where to store the glass products after decoration and finishing
10. K10 how finished decorated products are identified
11. K11 the type of problems that could occur with decorating by applying material and the standard operating procedures for dealing with them
12. K12 what information systems should be used
13. K13 why it is important to use the information systems
 |

### PROGP13 Prepare products for storage and delivery in glass processing

### Overview

### This standard covers the preparation of products for storage and delivery in glass processing. The products need to be packed in the appropriate containers and protected from damage. They also have to be marked with instructions this could include the use of labels, stencils or tags.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 use packing materials and equipment that are suitable to the products and the type of transportation or storage
3. P3 select suitable packing materials that are undamaged and sufficient to meet requirements
4. P4 select the appropriate packing equipment
5. P5 ensure the products and packing materials are handled in a way that prevents damage to them
6. P6 check that the packing materials and equipment are undamaged
7. P7 assemble the packing materials and prepare them according to standard operating procedures
8. P8 ensure products are packed in a way that prevents damage to them and other contents
9. P9 use appropriate marking methods for the products and packing
10. P10 ensure products are marked clearly with instructions
11. P11 ensure the products are undamaged by the markings
12. P12 identify any problems relating to the packing or marking of products and deal with them according to standard operating procedures
13. P13 record information on the marking of products in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 which packing materials and equipment should be used for different requirements
4. K4 where to obtain suitable packing materials
5. K5 how products and packing materials should be handled in a way that prevents damage to them
6. K6 how different types of packing materials are assembled
7. K7 how products are packed in a way that prevents damage to them and other contents
8. K8 what authority or licences are necessary to use the packing equipment
9. K9 the type of problems that could occur during marking and packing and the standard operating procedures for dealing with them
10. K10 the marking methods for different types of product or packaging
11. K11 how to ensure the right instructions are attached
12. K12 how to check that the products have not been damaged by the marking method
13. K13 what information systems should be used
14. K14 why it is important to use the information systems
 |

### PROGP14 Select and prepare glass and glass related products for delivery

### Overview

This standard covers the skills and knowledge to be able to carry out tasks in the warehousing and distribution working environment to select and prepare goods for despatch. Knowledge of stock identification is required as is knowledge of recording and reporting systems. The standard also includes the need to know how to deal with the problems that can occur in the selection and preparation of goods for despatch.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. select glass and glass related products for delivery/distribution in accordance with company procedures
2. P2 prepare glass and glass related products for despatch
3. P3 carry out checks/inspections to confirm the products are as required and in a saleable condition
4. P4 determine the “picking order” of glass and glass related products required
5. P5 identify any hazardous materials available for delivery
6. P6 ensure the security of the delivery
7. P7 deal with the following situations when preparing glass and glass related products for delivery/distribution:
8. P7.1 insufficient stock to meet the order
9. P7.2 damaged goods found in the storage location
10. P7.3 goods in storage location not clearly identified
11. P7.4 unidentified product number on goods
12. P8 ensure recording of information is carried out in accordance with company guidelines.
 | 1. how to obtain information about deliveries required
2. K2 the company procedures in place to identify the glass and glass related products needed for distribution/delivery
3. K3 the handling methods and equipment used , including PPE
4. K4 the checks/inspections made to confirm the products are as required and in a saleable condition
5. K5 how to determine the “picking order” of glass and glass related products required
6. K6 the process to follow with regards to:
7. K6.1 packing
8. K6.2 labelling
9. K6.3 loading for despatch
10. K7 any hazardous materials available for delivery and explain the precautions in place
11. K8 how to ensure the security of the delivery
12. K9 the company procedures for dealing with the following situations when preparing glass and glass related products for delivery/distribution:
13. K9.1 insufficient stock to meet the order
14. K9.2 damaged goods found in the storage location
15. K9.3 goods in storage location not clearly identified
16. K9.4 Unidentified product number on goods
 |

### PROGP15 Store products and materials in glass processing

### Overview

This standard is concerned with the storage of products and materials in glass processing. The products and materials should be stored in the correct location, ready and available for use in the next stage of production or delivery. It is also important that you can monitor the levels of products and materials to identify any situations that might require further action.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 handle the products and materials in a way that prevents damage to them and their surrounding environment
3. P3 store the products and materials according to requirements
4. P4 store the products and materials to ensure they are accessible to others
5. P5 use handling equipment that is suitable and minimise wear and tear on the equipment
6. P6 identify any problems relating to the storage of products and materials, and deal with them according to standard operating procedures
7. P7 record information on the storage of products and materials in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the methods for storing different types of products and materials
4. K4 who requires access to the products and materials in storage
5. K5 what consumables are stored, and where
6. K6 the type of equipment which should be used when storing products and materials
7. K7 the type of problems that could occur during storage and the standard operating procedures for dealing with them
8. K8 what information systems should be used
9. K9 why it is important to use the information systems
 |

### PROGP16 Maintain hygiene in glass manufacturing and processing

### Overview

Many glass products have food, drink or medical applications and these products must satisfy stringent hygiene requirements. This standard covers the need to maintain these hygiene requirements. It covers the monitoring of work practices and the identification of hygiene problems.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify factors affecting hygiene in the workplace
3. P3 ensure own work practices comply with legal hygiene requirements
4. P4 identify any problems in achieving the required hygiene work practices and inform the appropriate people
5. P5 maintain own work area and equipment in a clean and hygienic condition
6. P6 maintain own personal hygiene
7. P7 identify any indications of potential hygiene problems
8. P8 take suitable action where contamination of materials has occurred
9. P9 record information on hygiene in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the relevant hygiene requirements
4. K4 the type of hygiene problems that could occur and standard operating procedures for dealing with these
5. K5 the consequences of not applying hygiene requirements
6. K6 who should be informed of hygiene problems
7. K7 how to maintain the hygiene of different work areas and equipment
8. K8 what action should be taken when contamination has been identified
9. K9 factors that affect hygiene in the working environment
10. K10 hygiene critical control points in the process
11. K11 what information systems should be used
12. K12 why it is important to use the information systems
 |

## PROGP17 Glass cutting in a range of glass types

### Overview

This standard covers the skills and knowledge required to cut a range of glass types. This involves cutting a range of different glass types, understanding templates and dealing with problems that could arise. Cutting of holes and internal and external radii is also a requirement.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the preparation of glass cutting
3. P3 select the appropriate method and location for cutting the glass
4. P4 ensure the glass is available for cutting
5. P5 prepare the glass correctly according to schedule and standard operating procedures
6. P6 select the appropriate equipment for cutting the glass
7. P7 store the glass in an appropriate place
8. P8 identify suitable methods for cutting glass
9. P9 position the glass correctly for cutting
10. P10 cut a range of glass according to the specification, including
11. P10.1 laminated
12. P10.2 Georgian wired
13. P10.3 float glass
14. P10.4 mirrors
15. P11 cut glass to shape and size when the information is on a template
16. P12 cut external radius to glass according to the specification, including
17. P12.1 laminated
18. P12.2 Georgian wired
19. P12.3 float glass
20. P12.4 mirrors
21. P13 cut internal radius to glass according to the specification, including
22. P13.1 laminated
23. P13.2 Georgian wired
24. P13.3 float glass
25. P13.4 mirrors
26. P14 Cut a hole in a the range of glass types including:
27. P14.1 laminated
28. P14.2 Georgian wired
29. P14.3 float glass
30. P14.4 mirrors
31. P15 monitor the cutting to ensure it achieves the specification
32. P16 dispose of unwanted glass appropriately minimising waste by salvaging reusable glass
33. P17 use products and materials effectively to minimise wastage
34. P18 identify any problems relating to the cutting and deal with them according to standard operating procedures
35. P19 record information on the cutting of glass in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the properties of the following types of glass:
4. K3.1 laminated
5. K3.2 Georgian wired
6. K3.3 float glass
7. K3.4 mirrors
8. K4 the process for cutting each following type of glass:
9. K4.1 laminated
10. K4.2 Georgian wired
11. K4.3 float glass
12. K4.4 mirrors
13. K5 how to monitor the glass cutting process
14. K6 what preparation equipment should be used
15. K7 the preparation processes that should be applied to different products and materials
16. K8 why a template may be required
17. K9 what information is required on a template
18. K10 how to cut glass to shape and size when using a template
19. K11 how to cut holes in the following types of glass:
20. K11.1 laminated
21. K11.2 Georgian wired
22. K11.3 float glass
23. K11.4 mirrors
24. K12 the appropriate storage areas for glass before and after cutting
25. K13 how to position glass correctly
26. K14 how to utilise products and materials to minimise wastage
27. K15 the type of problems that could occur with cutting and the standard operating procedures for dealing with them
28. K16 which information systems should be used
29. K17 why it is important to use the information systems
 |

### PROGP18 Monitor the glass annealing process

### Overview

This standard covers the annealing of glass products and materials in glass processing. It covers annealing the glass by using the appropriate equipment and applying the correct control to maintain the required temperature gradient. It also covers finishing the annealing process using the appropriate finishing processes.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 confirm the specifications for annealing the glass
3. P3 control the condition of the glass during the annealing process
4. P4 monitor the application of the annealing process to ensure it meets the specification
5. P5 ensure glass is correctly removed after the annealing process
6. P6 prepare the glass for any further work according to specification
7. P7 identify any problems relating to the annealing of glass and deal with them according to standard operating procedures
8. P8 record information on the annealing of glass in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the specifications for annealing different glass
4. K4 how to monitor the annealing process
5. K5 the specifications for annealing different glass
6. K6 the annealing process and the equipment involved
7. K7 characteristics of glass which affect the annealing process
8. K8 adjustments that can be made to correct the annealing process
9. K9 the type of problems that could occur with the annealing process and the standard operating procedures for dealing with them
10. K10 what information systems should be used
11. K11 why it is important to use the information systems
 |

### PROGP19 Applying coatings or treatments to glass containers

### Overview

This standard covers the skills and knowledge required to apply coatings or treatments to glass containers. It covers the preparation of the coatings, applying the coatings or treatments and the methods used.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 ensure that the coatings products are available
4. P4 ensure that the products and materials meet specification
5. P5 select the correct type, quantity and quality of products and materials
6. P6 prepare the coating or treatment for use
7. P7 store products and materials ready for use
8. P8 apply coatings or treatments following specifications, manufacturers instructions and standard operating procedures
9. P9 check the application to ensure that it meets specification
10. P10 identify any problems relating to the process and deal with them according to standard operating procedures
11. P11 record information on the process in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail is required in a specification
5. K5 the methods for coating or treating glass containers
6. K6 the type of problems that could occur and the standard operating procedures for dealing with them
7. K7 which information systems should be used
8. K8 why it is important to use the information systems
 |

### PROGP20 Set up equipment for operations in glass container processing

### Overview

This standard covers the setting up of equipment in glass processing. The equipment is used to undertake work activities and you are expected to be able to set it up to meet a range of requirements. This involves obtaining the specifications for the products or materials that are being worked on and determining the correct settings for the equipment. It also covers monitoring the equipment during operation and identifying any indications of malfunction or poor performance.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 obtain the schedule and specifications for the work being undertaken
3. P3 obtain manufacturers instructions for the equipment to be used
4. P4 select the equipment that is suitable and confirm that it is available, in good working order and safe for use
5. P5 determine the most appropriate settings for the equipment
6. P6 ensure the settings are adjusted appropriately on the equipment
7. P7 ensure equipment is operated according to standard operating procedures and manufacturers’ instructions
8. P8 ensure monitoring and control systems are accurate and fully functional
9. P9 ensure equipment, monitoring and control systems are accessible, clear of obstructions and debris, and clean
10. P10 ensure that items liable to damage the equipment are removed immediately
11. P11 monitor equipment to ensure effective operation
12. P12 identify any problems relating to the equipment and deal with them according to standard operating procedures
13. P13 record information on the operation of the equipment in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 what level of detail is required in a specification
5. K5 what equipment to use for different work activities
6. K6 how different types of equipment can be set up for different requirements
7. K7 how to operate different types of equipment
8. K8 the maintenance requirements of different types of equipment
9. K9 the different monitoring methods for different types of equipment
10. K10 the types of items that could damage the equipment
11. K11 the type of problems that could occur with the equipment and the standard operating procedures for dealing with them
12. K12 what information systems should be used
13. K13 why it is important to use the information systems
 |

### PROGP21 Receive, handle and store glass and related products into the warehouse

### Overview

### The aim of this standard is to provide the knowledge and skills to be able to receive, handle and store glass and related products into the warehouse. The standard includes the need to have knowledge of delivery schedules, checks and inspections, handling techniques and recording systems. Also covered are storage conditions and finally there is the need to know how to deal with problems that can occur with the ‘goods in’ processes.

### The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. receive and handle glass and glass related products
2. P2 accept glass and glass related products into the warehouse in accordance with company procedures
3. P3 store the delivered glass and glass related products in accordance with company procedures.
4. P4 identify hazardous materials
5. P5 handle and store hazardous materials.
6. P6 check /inspect products inbound
7. P7 deal with the following situations when receiving glass and glass related products into the warehouse :
8. P7.1 goods label does not agree with expected delivery
9. P7.2 goods arrive damaged
10. P7.3 normal storage location is not available
11. P7.4 shortfall in quantities delivered
12. P8 ensure recording of information is carried out in accordance with company guidelines.
 | 1. the typical delivery schedule, to include:
2. K1.1 products
3. K1.2 principal suppliers
4. K1.3 frequency
5. K1.4 resource and equipment required
6. K2 how to obtain information about future deliveries
7. K3 the company procedures in place to check /inspect products inbound, to include bulk deliveries
8. K4 the handling methods and equipment used , including PPE
9. K5 the storage conditions and methods used, for
10. K5.1 packing
11. K5.2 labelling
12. K5.3 stock rotation
13. K6 how to identify hazardous materials
14. K7 the precautions in place for the handling and storage of hazardous materials.
15. K8 the procedures in place to safeguard the security of products.
16. K9 the company systems used to record information concerning glass and glass related products received into the warehouse.
17. K10 the company procedures for dealing with the following situations when receiving glass and glass related products into the warehouse :
18. K10.1 goods label does not agree with expected delivery
19. K10.2 goods arrive damaged
20. K10.3 normal storage location is not available
21. K10.4 shortfall in quantities delivered
 |

### PROGP22 Deliver glass related products to customers in the glass distribution working environment

### Overview

This standard covers the skills and knowledge required to be able to prepare and deliver glass and glass related products to customers. Knowledge of the pre-loading and delivery checks to make and communication and recording systems are also included.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. carry out checks in accordance with company guidelines to ensure delivery can go ahead
2. P2 identify items for delivery according to the delivery schedule
3. P3 plan a delivery schedule following company procedures
4. P4 deliver glass/products to customers in line with delivery schedule and minimising risks to the safety and security of glass and glass related products, delivery vehicle and contents
5. P5 use PPE in line with company policies
6. P6 complete checks and deal with delivery paperwork in accordance with company procedures
7. P7 ensure the security of the delivery vehicle and contents
8. P8 carry out vehicle checks following company procedures
9. P9 confirm loaded glass and related products and schedule are correct
10. P10 ensure recording of information is carried out in accordance with company guidelines.
 | 1. company systems used to identify items for delivery
2. K2 the company systems in place to identify delivery locations and schedule
3. K3 the company processes for confirming loaded glass and related products and schedule are correct
4. K4 how to plan a delivery schedule
5. K5 factors that could mean changes are needed to the delivery schedule
6. K6 the company communication methods and processes used when changes to delivery schedules are needed
7. K7 how to ensure the security of the delivery vehicle and contents
8. K8 the types of information associated with deliveries that may need to be kept confidential and why
9. K9 checks to make on the delivery vehicle
10. K10 the company guidelines on carrying out vehicle checks
11. K11 problems that can occur in the delivery of glass/products
12. K12 the company procedures for dealing with each problem identified
13. K13 how problems could be avoided/minimised
 |

### PROGP23 Set up equipment for operations in glass processing

### Overview

This standard covers the setting up of equipment in glass processing. The equipment is used to undertake work activities and you are expected to be able to set it up to meet a range of requirements. This will involve obtaining the specifications for the products or materials that are being worked on and determining the correct settings for the equipment. It also covers monitoring the equipment during operation and identifying any indications of malfunction or poor performance.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 obtain the schedule and specifications for the work being undertaken
3. P3 select the equipment that is suitable and confirm that it is available, in good working order and safe for use
4. P4 determine the most appropriate settings for the equipment
5. P5 ensure the settings are adjusted appropriately on the equipment
6. P6 ensure equipment is operated according to standard operating procedures and manufacturers’ instructions
7. P7 ensure monitoring and control systems are accurate and fully functional
8. P8 ensure monitoring and control systems are accessible, clear of obstructions and debris and clean
9. P9 ensure that items liable to damage the equipment are removed immediately
10. P10 ensure the equipment is cleared of debris, dirt and other materials that affects its ability to operate
11. P11 monitor equipment to ensure effective operation
12. P12 identify any problems relating to the equipment and deal with them according to standard operating procedures
13. P13 record information on the operation of the equipment in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 what level of detail is required in a specification
5. K5 what equipment to use for different work activities
6. K6 how different types of equipment can be set up for different requirements
7. K7 how to operate different types of equipment
8. K8 the maintenance requirements of different types of equipment
9. K9 the different monitoring methods for different types of equipment
10. K10 the type of items could damage the equipment
11. K11 the type of problems that could occur with the equipment and the standard operating procedures for dealing with them
12. K12 what information systems should be used
13. K13 why it is important to use the information systems
 |

## PROGP24 Control glass processing operations

### Overview

This standard covers controlling glass processing operations. While not necessarily a supervision role, it covers monitoring what is happening during processing and ensuring that any problems are identified with the equipment or with working practices.

It also covers providing advice and guidance to other on what to do in a variety of routine and non-routine situations.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 monitor accurately the use of materials and identify any variations from specifications
3. P3 monitor accurately the operating conditions of the processing equipment and identify any variations from specifications
4. P4 inspect the equipment regularly and correctly identify any malfunctions and obstructions
5. P5 ensure the equipment is operated effectively and efficiently
6. P6 identify any problems relating to the operation and deal with them according to standard operating procedures
7. P7 record information on the operation in the appropriate information systems
8. P8 monitor the actions of colleagues to determine whether they need assistance
9. P9 provide clear and correct instructions on the use of equipment
10. P10 demonstrate the use of equipment where necessary
11. P11 assist colleagues with information on operations whenever necessary
12. P12 explain clearly the operation of all equipment within one’s area of responsibility
13. P13 identify good practice in the operation
14. P14 provide realistic recommendations on potential improvements for the operation
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the glass processing operations that occur
4. K4 the different types of materials that are used
5. K5 what equipment to use for different work activities
6. K6 the typical specifications for the processing operations being monitored
7. K7 the procedures for monitoring processing operations
8. K8 the type of problems that could occur with processing operations and the standard operating procedures for dealing with them
9. K9 what fabrication equipment should be used for different work activities
10. K10 what information systems should be used
11. K11 why it is important to use the information systems
 |

### PROGP25 Toughened glass production

### Overview

This standard covers the skills and knowledge required for toughened glass production. This includes ensuring that the glass is suitable and prepared for toughening, monitoring the process and understanding how toughened glass is made and identified.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 identify and confirm the specification for the work being undertaken
3. P3 check and confirm the glass is prepared and suitable for use
4. P4 select the appropriate method and equipment for the toughening process and confirm that it is available and safe for use
5. P5 carry out quality checks on the toughening process following standard operating procedures
6. P6 carry out quality checks of the finished products
7. P7 prepare the equipment, machinery or tools appropriately
8. P8 start up and shut down the equipment, machinery or tools safely, systematically in accordance with standard operating procedures
9. P9 operate the equipment, machinery or tools according to standard operating procedures and manufacturers’ instructions
10. P10 ensure monitoring and control systems are fully functional
11. P11 monitor the toughening process
12. P12 identify any problems relating to the toughening process and deal with them according to standard operating procedures
13. P13 record information on the operation of the equipment, machinery or tools in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 how to confirm the correct specifications for the work being undertaken
4. K4 the level of detail that is required in a specification
5. K5 what equipment, materials and work procedures should be used for different jobs
6. K6 the information that must be indelibly marked on toughened glass
7. K7 the toughening process including
8. K7.1 temperatures
9. K7.2 annealing process
10. K7.3 equipment
11. K8 different types of edge work
12. K9 the difference between toughened and heat strengthened glass
13. K10 the British Standard that must be met
14. K11 how processes may differ when producing the following
15. K11.1 glass over 10mm thick
16. K11.2 soft coat glass
17. K11.3 curved glass
18. K12 how to monitor the flow of materials
19. K13 how to identify variations from the required flow rate
20. K14 how to adjust the flow rate
21. K15 how a need for variation in recipe is identified
22. K16 how a variation in recipe is made
23. K17 how to check that the toughened glass meets specification
24. K18 what to do if the finished product does not meet specification and standards
25. K19 the maintenance requirements of different types of equipment, machinery or tools
26. K20 the type of problems that could occur with the overall bow, roller wave and the standard operating procedures for dealing with them
27. K21 which information systems should be used
28. K22 why it is important to use the information systems
 |

### PROGP26 Handover glass and related products to customers

### Overview

This standard covers the skills and knowledge required to be able to identify, check and handover the products required by customers. Knowledge of how to deal with problems in fulfilling orders and other associated problems is also required as is an understanding of how to record information on the handover of products to customers.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. check and select glass and related products required by the customer in accordance with company procedures, including PPE use
2. P2 hand over the glass and related products to customers in accordance with Company guidelines, including PPE use
3. P3 ensure the customer accepts the glass and related products
4. P4 keep security risks to the glass and related products to a minimum
5. P5 deal with the following situations:
6. P5.1 required stock is not available and there is no alternative
7. P5.2 required stock is not available, alternative is more expensive
8. P5.3 required stock has superficial damage
9. P5.4 the only available stock to fill customer order is past “use by” date
10. P5.5 customer account appears to be “on stop”
11. P5.6 customer damages glass and related products after handover
12. P5.7 customer disputes price
13. P5.8 customer asks for additional glass and related products not on original order
14. P6 ensure recording of information is carried out in accordance with company guidelines
 | 1. the systems used to identify items required by the customer
2. K2 the systems in place to identify stock locations and availability
3. K3 checks to make before giving goods to the customer
4. K4 procedure to follow in the following situations:
5. K4.1 required stock is not available and there is no alternative
6. K4.2 required stock is not available, alternative is more expensive
7. K4.3 required stock has superficial damage
8. K4.4 the only available stock to fill customer order is past “use by” date
9. K4.5 customer account appears to be “on stop”
10. K5 the recording systems used on the handover of glass and related products and what information is included
11. K6 the types of information that may need to be kept confidential
12. K7 procedures for dealing with the following situations:
13. K7.1 customer damages glass and related products after handover
14. K7.2 customer disputes price
15. K7.3 customer asks for additional glass and related products not on original order
 |

### PROGP28 Prepare bulk deliveries of glass and related products

### Overview

This standard covers the skills and knowledge required to be able to prepare glass and related products for bulk delivery. This includes the preparation and loading of delivery vehicles and also how to deal with problems that can occur when preparing bulk deliveries.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. ensure bulk deliveries are prepared safely and checked for condition and accuracy of order
2. P2 carry out relevant checks on delivery vehicle in line with company procedures/legislation.
3. P3 ensure all necessary paperwork/information systems are available
4. P4 bulk goods are loaded for delivery to include:
5. P4.1 equipment used
6. P4.2 position of goods on delivery vehicle
7. P4.3 security of goods
8. P4.4 limits
9. P5 ensure the glass and related products for delivery are loaded to allow effective, safe delivery in line with delivery schedule.
10. P6 deal with problems that can occur with the preparation of bulk deliveries of glass and related products, to include:
11. P6.1 loading problems
12. P6.2 transportation of glass and glass related products
13. P6.3 problems with delivery vehicle
 | 1. what constitutes a bulk delivery
2. K2 what glass and related products the company sends using bulk delivery
3. K3 the handling procedures, equipment and paperwork/information systems used to prepare bulk deliveries
4. K4 how the bulk goods are loaded for delivery to include:
5. K4.1 equipment used
6. K4.2 position of goods on delivery vehicle
7. K4.3 security of goods
8. K4.4 limits
9. K5 the types of problems that can occur with the preparation of bulk deliveries of glass and related products, to include:
10. K5.1 loading problems
11. K5.2 transportation of glass and related products
12. K5.3 problems with delivery vehicle
13. K6 how to deal with the problems
 |

### PROGP29 Anneal glass products and materials

### Overview

This standard covers the annealing of glass products and materials in glass processing. It covers annealing the glass by using the appropriate equipment and applying the correct controls to maintain the required temperature gradient. It then covers finishing the annealing process, using the appropriate finishing processes.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. comply with health and safety requirements and procedures at all times
2. P2 confirm the specifications for annealing the glass
3. P3 control the condition of the glass during the annealing process
4. P4 monitor the application of the annealing process to ensure it meets the specification
5. P5 ensure glass is correctly removed after the annealing process
6. P6 record information on the annealing of glass in the appropriate information systems
7. P7 finish glass by using the appropriate methods and materials
8. P8 prepare the glass for any further work according to specification
9. P9 identify any problems relating to the annealing of glass and deal with them according to standard operating procedures
10. P10 ensure the glass is stored correctly in the appropriate locations
11. P11 record information on the annealing of glass in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. K2 the relevant health and safety procedures that need to be followed
3. K3 the specifications for annealing different glass
4. K4 how to monitor the annealing process
5. K5 how to remove annealed glass correctly
6. K6 the specifications for annealing different glass
7. K7 what other work could follow the annealing of the glass
8. K8 the recommended schedules for controlling the condition of the glass
9. K9 where to store the glass after annealing and finishing
10. K10 the type of problems that can occur with the annealing process, and the standard operating procedures for dealing with them
11. K11 what information systems should be used
12. K12 why it is important to use the information systems
 |

### PROGP30 Dealing with customer returns of glass and related products

### Overview

This standard covers the skills and knowledge required to be able to deal with the issue of customers returning glass and related products. This includes the checks to be made before accepting glass and related products for return and how to deal with situations where products are not accepted for return. The completion of recording systems and the physical return of products are also required, as is the need to be able to deal with problems associated with the return of products.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. carry out checks on glass and related products for return in accordance with company guidelines.
2. P2 minimise the possibility of a customer not agreeing with the result of checks carried out
3. P3 return the glass and related products in accordance with company guidelines
4. P4 deal with the situations/results of checks that may mean glass and glass related products are not acceptable for return
5. P5 follow the process with glass and related products not accepted for return, to include:
6. P5.1 processing the glass and related products
7. P5.2 complete paperwork/record information
8. P5.3 inform relevant people
9. P6 follow procedures when dealing with each of the following problems:
10. P6.1 glass and related products for return are damaged at point of collection
11. P6.2 glass and related products for return are not as marked/expected
 | 1. easons the return of glass and related products may be required, to include:
2. K1.1 returns requested by a customer
3. K1.2 returns instigated by the company
4. K2 the process a customer should follow when seeking to return glass and related products
5. K3 the checks to be made before accepting glass and related products for return and why these checks are important
6. K4 how to minimise the possibility of a customer not agreeing with the result of checks carried out
7. K5 the situations/results of checks that may mean glass and glass related products are not acceptable for return
8. K6 what to do with glass and related products accepted for return in the following circumstances:
9. K6.1 glass and related products to be re-sold/returned to another supplier
10. K6.2 glass and related products to be scrapped/re-cycled
11. K7 the process to follow when glass and related products not accepted for return, to include:
12. P5.4 what to do with the products
13. P5.5 paperwork/recording of information
14. P5.6 informing relevant people
15. K8 the systems used to record information on the return of glass and related products
16. K9 procedures to follow when dealing with each of the following problems:
17. P6.3 glass and related products for return are damaged at point of collection
18. P6.4 glass and related products for return are not as marked/expected
 |

### PROGP31 Use of mechanical equipment in glass distribution and warehousing

### Overview

This standard covers the skills and knowledge required to ensure that you can operate mechanical equipment in a safe manner and ensure it is made available for further use on completion of tasks. Knowledge of how to check the equipment is safe for use is also required. Finally you will need to show an understanding of problems associated with mechanical equipment.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. identify the appropriate equipment needed to carry out the required tasks in accordance with company guidelines.
2. P2 check the equipment is in a safe, usable condition.
3. P3 use the equipment to carry out the tasks in accordance with company guidelines
4. P4 obtain information on the safe use of equipment
5. P5 follow procedures if equipment is not in a safe, usable condition
6. P6 follow company procedures once the tasks have been completed
7. P7 carry out basic maintenance tasks on the equipment following company procedures
 | 1. the equipment available for use within the distribution/warehouse working environment
2. K2 the purpose of each piece of equipment
3. K3 any restrictions on use of equipment
4. K4 the PPE to be used with the equipment
5. K5 where to obtain information on the safe use of equipment
6. K6 the checks to make on mechanical equipment before use in accordance with company guidelines and safe working practices
7. K7 the procedures to follow if equipment is not in a safe, usable condition
8. K8 the procedures to follow once the tasks have been completed
9. K9 why it is important to follow the company guidelines on the use and care of equipment
10. K10 the maintenance tasks that are carried out on the equipment, to include:
11. K10.1 frequency
12. K10.2 responsibility
13. K11 the situations which may mean additional training is required in the use of mechanical equipment
14. K12 problems that can occur with mechanical equipment, the likely causes of the problems and be able to suggest possible solutions
 |

### PROGP32 Monitor stock levels and maintain records

### Overview

This standard covers the skills and knowledge required to be able to identify and monitor stock levels, deal with discrepancies and stock rotation. Knowledge of when and how to recommend changes in stock levels, the link between stock and profitability and also how to maintain records are included. Finally the standard is also concerned with problems and possible solutions.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. carry out accurate stock checks in accordance with company procedures and following safe working practices
2. P2 record stock movement following company procedures
3. P3 ensure details of the stock check are recorded in line with company procedures.
4. P4 identify minimum and maximum stock levels
5. P5 identify a need to amend stock levels
6. P6 recommend amending stock levels
7. P7 monitor minimum and maximum stock levels
8. P8 obtain information on amount of stock held
9. P9 ensure stock rotation is carried out
 | 1. systems in place for carrying out and recording stock checks
2. K2 how stock movement is recorded
3. K3 how to identify minimum and maximum stock levels
4. K4 how to identify a need to amend stock levels
5. K5 when and how to recommend amending stock levels
6. K6 why it is important to monitor minimum and maximum stock levels
7. K7 when and how to carry out stock checks to minimise disruption and ensure accurate figures, to include:
8. K7.1 frequency
9. K7.2 timing
10. K7.3 personnel involved
11. K7.4 safe systems of work
12. K8 ways of obtaining information on amount of stock held
13. K9 how to record accurate information of the stock check in accordance with company procedures
14. K10 what is meant by stock rotation
15. K11 why stock rotation is important
16. K12 potential problems with ensuring stock rotation is carried out
17. K13 the relationship between stock levels and profitability
18. K14 factors other than amount of stock that can affect profitability
19. K15 the types of discrepancies that can appear at stock checks
20. K16 the possible reasons for each type of discrepancy
21. K17 procedures for dealing with discrepancies
22. K18 the process for dealing with damaged or faulty products discovered during stock checks
23. K19 problems in maintaining accurate stock records
24. K20 how to minimise the problems identified
 |

### PROGP33 Plan and organise effective delivery/collection schedules

### Overview

This standard covers the skills and knowledge required to be able to devise and implement effective delivery and/or collection schedules and routes. This includes recording and communication of relevant information. The standard also requires knowledge of problems and possible solutions and the learner is also required to be able to evaluate the effectiveness of schedules.

The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. access information required to plan and organise effective delivery/collection schedules
2. P2 determine the most effective route from available options
3. P3 complete effective delivery/collection schedules
4. P4 record accurate information of schedules in accordance with company procedures and systems
5. P5 communicate any changes in the schedules
6. P6 deal with any problems that can occur during the implementation of delivery/collection
 | 1. access information required to plan and organise effective delivery/collection schedules
2. P2 determine the most effective route from available options
3. P3 complete effective delivery/collection schedules
4. P4 record accurate information of schedules in accordance with company procedures and systems
5. P5 communicate any changes in the schedules
6. P6 deal with any problems that can occur during the implementation of delivery/collection
 |

### PROGP35 Provide operational support

### Overview

### This standard covers the skills and knowledge required to be able provide operational support and covers obtaining support, gathering data, analysis and providing reports.

### The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. provide support in a variety of situations
2. P2 obtain operational support in a variety of situations
3. P3 analyse the operational support provided in a particular task/circumstance
4. P4 use the analysis to review the operational support systems and resources available
5. P5 follow procedures to record/report the use of operational support
6. P6 present recommendations for changes to operational support systems and resources
 | 1. the purpose of operational support
2. K2 the tasks within the specific area of responsibility that may require operational support
3. K3 who can provide operational support
4. K4 the company guidelines to identify or request a need for operational support
5. K5 situations that may indicate a need for operational support and the type of operational support that would be appropriate for each situation
6. K6 how to obtain and provide the operational support
7. K7 benefits of providing operational support, to include:
8. K7.1 benefits to the company
9. K7.2 benefits to those being supported
10. K8 possible detrimental effects of providing operational support, to include:
11. K8.1 effects on the company
12. K8.2 effects on those being supported
13. K9 procedures to follow on the recording/reporting of the use of operational support
14. K10 how to analyse the operational support provided in a particular task/circumstance
15. K11 how to use the analysis to review the operational support systems and resources available
16. K12 findings that might indicate a need to change the systems in place
17. K13 how to present recommendations for changes to operational support systems and resources, to include:
18. K13.1 who to make the recommendations to
19. K13.2 the type and detail of information to provide
 |

### PROGP36 Monitor and develop individual staff to improve performance and efficiency

### Overview

### This standards aim is to demonstrate an understanding of the importance to the organisation and individuals of monitoring performance, identifying training needs or development, and the importance of keeping skills and knowledge up to date.

### The standard is aimed at operatives working in glass distribution and warehousing roles.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. identify the required standard of performance for each area and suggest a development need
2. P2 deal with problems with a member of staff in accordance with organisational procedures and in keeping with statutory legislation to improve efficiency
3. P3 monitor individual staff members for performance and compliance with organisational procedures in the following areas:
4. P1.1 stock handling
5. P1.2 paperwork completion
6. P1.3 health and safety related issues
7. P4 produce an up to date personal CPD record to include:
8. P2.1 training delivered
9. P2.2 reflection on the training
 | 1. areas of the job role in which to monitor the individual staff member
2. K2 how to identify the required standard of performance for each area and how these can suggest a development need
3. K3 changes in product or customer that may require staff development
4. K4 how to identify potential opportunities for developing staff skills and knowledge
5. K5 problems that can arise when monitoring staff performance
6. K6 way to deal with the following problems with a member of staff in accordance with organisational procedures and in keeping with statutory legislation to improve efficiency
7. K6.1 persistent lateness
8. K6.2 persistent absence
9. K6.3 repeated poor standard of work
10. K6.4 customer/colleague complaints
11. K6.5 persistent non-compliance with organisational procedures
12. K7 problems that can arise when identifying training solutions and suggest ways to overcome them
13. K8 problems that can occur when implementing a training programme and suggest ways to overcome them
14. K9 the benefits of recording CPD for the organisation and the individual
15. K10 the type of information that should be recorded
16. K11 when and how records should be updated
17. K12 reasons CPD records should be kept up to date
18. K13 why it is important staff keep skills and knowledge up to date
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### PROWTM12 Work effectively within the working environment

### Overview

This standard addresses the competence required to work effectively within the work environment. This involves:

1 planning and organising your own work

2 improving your own skills and development

### Outcomes

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| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. P1 check that you have all of the required resources before beginning your work
2. P2 when necessary, work with others to achieve the work objectives that you have been set
3. P3 work safely and efficiently at all times
4. P4 fulfil your responsibilities on time and to quality standards
5. P5 keep your work area in a tidy and organised state
6. P6 take appropriate action to solve problems
7. P7 report any problems that cannot be readily solved to the right person.
8. P8 objectively assess your own skills, knowledge and expertise against an expected standard, and /or work objectives
9. P9 respond appropriately to feedback from others on how well your own skills, knowledge and expertise match the expected standards/ work objectives that are required
10. P10 identify areas for development to maintain and/or increase your own skills, knowledge and expertise
11. P11 inform the appropriate person about any areas of development that you have identified
 | 1. what procedures need to be followed to obtain resources that you will need to complete your work objectives
2. K2 what safety, health and environment hazards are associated with the resources you use and what risk control procedures you are required to follow
3. K3 why it is important to make sure you have a correct understanding of what you are to do
4. K4 when and why it may be necessary to work with others to achieve work objectives that have been set
5. K5 why it is important to work safely at all times
6. K6 why it is important to keep the work area clean and tidy
7. K7 how to solve typical problems and who to report unsolvable problems to
8. K8 how to dispose of waste in accordance with current legislation
9. K9 what level/standard/objective you will be expected to work to
10. K10 ways of objectively assessing your own skills and expertise against an agreed standard/objective
11. K11 methods of seeking feedback from others on how well your skills, knowledge and expertise match the agreed standard/objective
12. K12 the appropriate response to feedback and appraisal of your performance at work
13. K13 how to identify areas for development and/or improvement in your skills, knowledge and expertise
14. K14 who to inform about any further development you might need
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