# Glass Processing

# Including Distribution and Warehousing

# 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** |
| Warehousing Operative - all | Work safely | PROGEN20 | Comply with health and safety requirements in the workplace (Signposted) |
| Team work | PROGEN02 | Communicating and working with others (Signposted) |
| Warehousing Operative – optional  | Receive, handle and store products | GQAGP21 | Receive, handle and store glass and glass related products into the warehouse |
| Select and prepare products for delivery | GQAGP14 | Select and prepare glass and glass related products for delivery |
| Prepare products for storage | GQAGP13 | Prepare products for storage and delivery in glass processing |
| Deliver products | GQAGP22 | Deliver glass and glass related products to customers in the glass distribution working environment |
| Select and handover glass and glass related products to customers | GQAGP26 | Handover glass and related products to customers |
| Prepare bulk deliveries | GQAGP28 | Prepare bulk deliveries of glass and glass related products |
| Customer returns | GQAGP30 | Dealing with customer returns of glass and glass related products |
| Quality checks | PROGEN07 | Check the quality of products in a process and manufacturing working environment (Signposted) |
| Use mechanical equipment | GQAGP31 | Use mechanical equipment in glass distribution and warehousing |

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| --- | --- | --- | --- |
| **Role/Area** | **Key Activity** | **URN** | **NOS Title** |
| Warehousing Senior Operative - all | Health and safety | PROGEN01 | Promote and maintain health and safety within the working environment (Signposted) |
| Warehousing Senior Operative - optional | Monitor stock levels | GQAGP32 | Monitor stock levels and maintain records |
| Plan deliveries and collection schedules | GQAGP33 | Plan and organise effective delivery/collection schedules |
| Improve the work of the organisation | PROFIS12 | Improve the work of the organisation in a glass or glass related working environment |
| Provide support | GQAGP35 | Provide operational support |
| Staff performance | GQAGP36 | Monitor and develop individual staff to improve performance and efficiency |
| Glass Processing Operative - all  | Health and safety | PROGEN20 | Comply with health and safety requirements in the workplace (Signposted) |
| Team work | PROGEN02 | Communicating and working with others (Signposted) |
| Locate, handle and position materials or components | PROGEN09 | Locate, handle and position materials or components (Signposted) |
| Quality checks | PROGEN07 | Check the quality of products in a process and manufacturing working environment (Signposted) |
| Store products and materials | GQAGP15 | Store products and materials in glass processing |
| Glass Processing Operative - optional | Prepare and operate equipment/machinery/tools | GQAGP04 | Prepare and operate equipment/machinery/tools in glass processing |
| Cut glass | GQAGP07 | Cut glass in glass processing |
| Shape products and materials | GQAGP08 | Process products and materials by shaping |
| Prepare and assemble products and materials ] | GQAGP09 | Process products and materials by assembly |
| Process glass products by removing materials | GQAGP11 | Decorate glass products by removing material |
| Process products by applying heat | GQAGP06 | Process products and materials by applying heat |
| Decorate by adding materials | GQAGP12 | Decorate glass products by applying additional material |
| Toughening | GQAGP01 | Process glass products by toughening |
| Edge sealing | GQAGP02 | Glass edge sealing |
| Apply coatings or treatments | GQAGP10 | Applying coatings or treatments in glass processing |
| Apply coatings or treatments to containers | GQAGP19 | Applying coatings or treatments to glass containers |
| Pack products | GQAGP03 | Package glass products for storage |
| Maintain hygiene | GQAGP16 | Maintain hygiene in glass manufacturing and processing |
| Annealing | GQAGP29 | Anneal glass products and materials |
| Warehousing | GQAGP37 | Glass and Related Materials Warehousing |
| UV glass bonding | GQAGP38 | UV glass bonding |
| In situ glass surface restoration | GQAGP39 | In situ glass surface restoration |

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| --- | --- | --- | --- |
| **Role/Area** | **Key Activity** | **URN** | **NOS Title** |
| Glass Processing Senior Operative - all  | Health and safety | PROGEN01 | Promote and maintain health and safety within the working environment (Signposted) |
| Improve the organisation | PROGEN06 | Improve the work of the organisation through the use of resources, communication and working relationships (Signposted) |
| Identify and rectify technical problems | PROGEN05 | Identify and rectify technical problems in a process and manufacturing working environment (Signposted) |
| Prepare and operate equipment/machinery/tools | GQAGP04 | Prepare and operate equipment/machinery/tools in glass processing |
| Glass Processing Senior Operative - optional | Develop procedures | PROGEN03 | Develop new work procedures (Signposted) |
| Set up equipment | GQAGP20 | Set up equipment for use in glass processing |
| GQAGP23 | Set up equipment for operations in glass processing |
| Monitor and control operations | GQAGP40 | Monitor and control operations in a glass or glass related working environment |
| Quality checks | PROGEN04 | Assess the quality of materials (Signposted) |
| Shaping | GQAGP08 | Process products and materials by shaping |
| Prepare and assemble products and materials | GQAGP09 | Process products and materials by assembly |
| Control operations | GQAGP24 | Control glass processing operations |
| Remove materials | GQAGP11 | Decorate glass products by removing material |
| Decorate by adding materials | GQAGP12 | Decorate glass products by applying additional material |
| Toughening | GQAGP25 | Toughened glass production |
| Edge sealing | GQAGP02 | Glass edge sealing |
| Cut glass | GQAGP17 | Glass cutting in a range of glass types |
| Monitor annealing | GQAGP18 | Monitor the glass annealing process |
| UV glass bonding | GQAGP38 | UV glass bonding |
| In situ glass surface restoration | GQAGP39 | In situ glass surface restoration |

### 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

|  |  |
| --- | --- |
| **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

|  |  |
| --- | --- |
| **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

|  |  |
| --- | --- |
| **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 following 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 following 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 following 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 followingstandard operating procedures and manufacturers’ instructions
4. ensure equipment is maintained following 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 following standard operating procedures
11. exchange information following 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. the variations that could occur in a product
3. the indications that the variations exist
4. the type of problems that could occur with the products and the standard operating procedures for dealing with them
5. the appropriate equipment for inspecting different types of product
6. if the inspection equipment is functioning correctly
7. if the inspection equipment is correctly adjusted
8. the correct action to be taken if:
* the product is within specification but varying widely
* the product is out of specification
1. what information systems should be used
2. why it is important to use the information systems
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PROGEN09 Locate, handle and position materials or components (Signposted)

### 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. identify the correct location for materials or components
3. check that the materials or components match their markings
4. select the appropriate type and quantity of products, materials or components following the job specification
5. handle materials or components in a way that prevents damage to them and their surrounding environment
6. position materials or components following standard operating procedures
7. safely handle the products, materials or components using approved handling techniques
8. use handling equipment that is suitable and minimise wear and tear on the equipment
9. identify any problems relating to the locating, handling or positioning of materials or components and deal with them following standard operating procedures
10. record information on the handling of materials or components 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. the different types of products, materials or components that are used
4. the identification markings for the range of products, materials or components that on the site
5. the normal locations of products, materials or components and the potential alternative locations when these are not available
6. how to check that the materials or components match their markings
7. the type of problems that could occur with the products, materials or components and the standard operating procedures for dealing with them
8. how different types of material or components should be handled
9. where to position different types of material or components
10. what is the type of damage that can occur as a result of handling products, materials or components incorrectly
11. which handling equipment should be used and its capabilities and capacities
12. the authority or licences are necessary to use the handling equipment
13. which information systems should be used
14. why it is important to use the information systems
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### GQAGP01 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. identify and confirm specifications for the work being undertaken
3. select appropriate methods and equipment for applying heat and confirm that it is available and safe for use
4. quality check processes following standard operating procedures
5. quality check finished products to meet specifications
6. prepare equipment, machinery and tools to meet specifications
7. start up and shut down equipment, machinery or tools safely, systematically following standard operating procedures
8. operate equipment, machinery and tools following standard operating procedures and manufacturers’ instructions
9. identify any problems relating to the process and deal with them following standard operating procedures
10. record information on the process in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for work being undertaken
4. level of detail required in specifications
5. equipment, materials and work procedures used
6. preparation process for glass prior to toughening
7. industry standards that must be met
8. the glass toughening process
9. how to check toughened glass meets specifications
10. what to do if the finished product does not meet specification and standards
11. type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use the information systems
 |

### GQAGP02 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. identify and confirm specifications for work being undertaken
3. edge seal sealed units to meet specifications
4. make adjustments for spacer bar sizes to meet specifications
5. identify any problems relating to the equipment, machinery or tools and deal with them following standard operating procedures
6. 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. relevant health and safety procedures that need to be followed
3. how to confirm specifications for work
4. level of detail required in specifications
5. methods for edge sealing double or triple glazed units
6. equipment used in edge sealing
7. type of problems that could occur with the equipment or machinery and the standard operating procedures for dealing with them
8. information systems used
9. why it is important to use the information systems
 |

## GQAGP03 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. identify and confirm specifications for work being undertaken
3. select packing materials to meet specifications
4. select packing equipment to meet specifications
5. check packing materials and equipment are undamaged
6. assemble packing materials following standard operating procedures
7. pack products in a way that prevents damage to them
8. mark and label products ensuring that products remain undamaged following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. packing equipment and materials used for different products
6. why it is important to pack products following standard operating procedures
7. processes for packing glass products
8. different types of identification for products and packaging
9. the type of problems that could occur and the standard operating procedures for dealing with them
10. information systems used
11. why it is important to use the information systems
 |

### GQAGP04 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. identify and confirm specifications for the work being undertaken
3. select suitable equipment, machinery or tools to meet specifications
4. prepare equipment, machinery or tools to meet specifications
5. start up and shut down equipment, machinery or tools safely, systematically following standard operating procedures
6. operate equipment, machinery or tools following standard operating procedures and manufacturers’ instructions
7. check monitoring and control systems are fully functional
8. monitor operation of equipment, machinery or tools to meet specifications
9. remove immediately any items liable to damage the equipment, machinery or tools
10. clear equipment, machinery or tools of debris, dirt, and other materials that affect its ability to operate following standard operating procedures
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm for the work being undertaken
4. the level of detail that is required in specifications
5. equipment, materials, and work procedures used for different jobs
6. where to obtain information on the safe use of equipment, machinery or tools
7. equipment, machinery or tools to use for different work activities
8. how to avoid damaging equipment, machinery or tools through incorrect use
9. how different types of equipment, machinery or tools can be prepared for different requirements
10. how to operate different types of equipment, machinery or tools
11. maintenance requirements of different types of equipment, machinery or tools
12. different monitoring methods for different types of equipment, machinery or tools
13. type of items that could damage the equipment, machinery or tools
14. type of problems that could occur and the standard operating procedures for dealing with them
15. information systems used
16. why it is important to use the information systems
 |

### GQAGP06 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. identify and confirm specifications for the work being undertaken
3. check products and materials are available for processing
4. select type, quantity and quality of products and materials to be used during the preparation
5. prepare products and materials following work schedule and standard operating procedures
6. store prepared products and materials following standard operating procedures
7. identify suitable methods for applying heat required to shape products and materials to meet specifications
8. position products and materials for heating following standard operating procedures
9. apply heat for the appropriate length of time following standard operating procedures
10. monitor the application of heat to meet specifications
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. types of processing undertaken
4. preparation equipment used
5. preparation processes applied to different products and materials
6. appropriate type, quantity and quality of products and materials used in different processes
7. appropriate storage areas for products and materials before and after processing
8. the type of problems that could occur and the standard operating procedures for dealing with them
9. methods for applying heat to different products
10. how to position products and materials
11. how to determine the conditions and length of time for applying heat
12. how to monitor the application of heat
13. information systems used
14. why it is important to use information systems
 |

### GQAGP07 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. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select type, quantity, and quality of products and materials to be used during preparation
5. prepare products and materials following work schedule and standard operating procedures
6. select equipment for cutting glass to meet specifications
7. store prepared products and materials following standard operating procedures
8. identify suitable methods for cutting products and materials to meet specifications
9. position products and materials for cutting to meet specifications
10. cut products and materials to meet specification
11. monitor cutting to ensure it achieves specifications
12. dispose of unwanted glass appropriately minimising waste by salvaging reusable glass
13. use products and materials effectively to minimise wastage
14. identify any problems and deal with them following standard operating procedures
15. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. properties of the following types of glass
* laminated
* Georgian wired
* float glass
* mirrors
1. how to monitor the glass cutting process
2. type of processing undertaken
3. preparation equipment used
4. preparation processes applied to different products and materials
5. type, quantity, and quality of products and materials used in different processes
6. appropriate storage areas for products and materials before and after processing
7. methods for cutting different types of products and materials
8. how to position products and materials correctly
9. ways of cutting products and materials
10. how to utilise products and materials to minimise wastage
11. type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use the information systems
 |

### GQAGP08 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. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select type, quantity, and quality of products and materials to be used during the preparation
5. prepare products and materials following schedule and standard operating procedures
6. store products and materials following standard operating procedures
7. identify methods for shaping products and materials to meet specifications
8. select equipment for shaping products and materials to meet specifications
9. position products and materials for shaping to meet specifications
10. shape products and materials to meet specifications
11. monitor shaping to ensure it achieves the specification
12. use products and materials effectively to minimise wastage
13. dispose of unwanted products and materials following standard operating procedures
14. identify any problems and deal with them following standard operating procedures
15. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for shaping different types of product
4. how to position products and materials
5. how to utilise products and materials to minimise wastage
6. the type of problems that could occur and the standard operating procedures for dealing with them
7. information systems used
8. why it is important to use the information systems
 |

### GQAGP09 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. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select appropriate type, quantity, and quality of products and materials to be used during the preparation
5. select equipment for assembling products and materials to meet specifications
6. prepare products and materials following work schedule and standard operating procedures
7. store products and materials following standard operating procedures
8. confirm methods and materials for assembling products and materials to meet specifications
9. position products and materials during assembly process to meet specifications
10. assemble products and materials to meet specifications
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for assembling different types of products
4. how to position products and materials
5. where to store products and materials
6. how assembled products are identified
7. the type of problems that could occur and the standard operating procedures for dealing with them
8. information systems used
9. why it is important to use the information systems
 |

### GQAGP10 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. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select type, quantity, and quality of products and materials to be used during the preparation
5. prepare products and materials following work schedule and standard operating procedures
6. store products and materials following standard operating procedures
7. confirm methods for coating or treating the products and materials to meet specifications
8. apply coatings or treatments to meet specifications
9. check application of coatings or treatments meets specifications
10. check products are removed after coating or treatment processes following standard operating procedures
11. finish coatings or treatments by using appropriate methods and materials to meet specifications
12. prepare products and materials for further activities following standard operating procedures
13. store products and materials following standard operating procedures
14. identify any problems and deal with them following standard operating procedure
15. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for coating or treating different products and materials
4. preparation equipment used
5. type, quantity, and quality of materials used in different coating or treatment processes
6. how to check the application of coatings or treatments
7. how to remove coated or treated products and materials
8. how to finish different types of products and materials after coating or treatment
9. other activities that follow the coating or treatment of the products and materials
10. recommended schedules for controlling the condition of coated or treated products and materials
11. appropriate storage areas for products and materials before and after coating or treatment
12. the type of problems that can occur and the standard operating procedures for dealing with them
13. information systems used
14. why it is important to use the information systems
 |

### GQAGP11 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. confirm methods and materials required for decorating by removing material
3. position glass products for decorating following standard operating procedures
4. apply material removal methods to meet specifications
5. finish decoration of the glass products by using the appropriate methods and materials
6. prepare glass products for further work following standard operating procedures
7. confirm decorated glass products are ready for any further work
8. store glass products following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for decorating products by removing materials
4. type, quantity, and quality of materials used in different decorating processes
5. how to position glass products
6. type of work that follows the decoration of glass products
7. how to finish different glass products after decoration
8. recommended schedules for controlling the condition of the glass products
9. where to store the glass products after decoration and finishing
10. how finished decorated products are identified
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use information systems
 |

### GQAGP12 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. confirm methods and materials required to meet specifications
3. position glass products for decorating following standard operating procedures
4. apply additional material to meet specifications
5. confirm decorated glass products are ready for any further work
6. finish decoration of the glass products by using the appropriate methods and materials
7. prepare glass products for further work following standard opearing procedures
8. store glass products following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for decorating products by applying additional material
4. type, quantity and quality of materials used in different decorating processes
5. how to position glass products
6. what type of work follows the decoration of glass products
7. how to finish different glass products after decoration by applying material
8. recommended schedules for controlling the condition of glass products
9. where to store the glass products after decoration and finishing
10. how finished decorated products are identified
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use the information systems
 |

### GQAGP13 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. use packing materials and equipment to meet specifications
3. select suitable packing materials that are undamaged and meet requirements
4. select packing equipment to meet specifications
5. confirm products and packing materials are handled in a way that prevents damage to them
6. check packing materials and equipment are undamaged
7. assemble packing materials and prepare them following standard operating procedures
8. confirm products are packed in a way that prevents damage to them and other contents
9. use appropriate marking methods for products and packing
10. check products are marked clearly with instructions
11. check products are undamaged by the markings
12. identify any problems and deal with them following standard operating procedures
13. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. packing materials and equipment used for different requirements
4. where to obtain suitable packing materials
5. how products and packing materials should be handled in a way that prevents damage to them
6. how different types of packing materials are assembled
7. how products are packed in a way that prevents damage to them and other contents
8. authority or licences necessary to use the packing equipment
9. the type of problems that could occur and the standard operating procedures for dealing with them
10. marking methods for different types of product or packaging
11. how to ensure instructions are attached
12. how to check products have not been damaged by the marking method
13. information systems used
14. why it is important to use the information systems
 |

### GQAGP14 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 to meet specifications
2. prepare glass and glass related products for despatch following standard operating procedures
3. conduct checks/inspections to confirm products meet specifications
4. determine “picking orders” of glass and glass related products required to meet specifications
5. identify any hazardous materials available for delivery
6. confirm security of the delivery following standard operating procedures
7. deal with the following situations when preparing glass and glass related products for delivery/distribution:
* insufficient stock to meet the order
* damaged goods found in the storage location
* goods in storage location not clearly identified
* unidentified product number on goods
1. record information following company guidelines.
 | 1. how to obtain information about deliveries required
2. company procedures in place to identify the glass and glass related products needed for distribution/delivery
3. handling methods and equipment used including PPE
4. checks/inspections made to confirm products meet specifications
5. how to determine “picking orders” of glass and glass related products
6. processes to follow with regards to:
* packing
* labelling
* loading for despatch
1. hazardous materials available for delivery and the precautions in place
2. how to ensure security of deliveries
3. company procedures for dealing with the following situations when preparing glass and glass related products for delivery/distribution:
* insufficient stock to meet the order
* damaged goods found in the storage location
* goods in storage location not clearly identified
* unidentified product number on goods
 |

### GQAGP15 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. handle products and materials in a way that prevents damage to them and their surrounding environment
3. store products and materials following standard operating procedures
4. store products and materials to ensure they are accessible to others
5. use handling equipment that is suitable and minimises wear and tear on equipment
6. identify any problems and deal with them following standard operating procedures
7. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for storing different types of products and materials
4. who requires access to products and materials in storage
5. what consumables are stored, and where
6. type of equipment used when storing products and materials
7. the type of problems that could occur and the standard operating procedures for dealing with them
8. information systems used
9. why it is important to use the information systems
 |

### GQAGP16 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. identify factors affecting hygiene in the workplace
3. confirm own work practices comply with legal hygiene requirements
4. identify any problems in achieving the required hygiene work practices and inform appropriate people
5. maintain own work area and equipment in a clean and hygienic condition
6. maintain own personal hygiene
7. identify any indications of potential hygiene problems
8. take suitable actions where contamination of materials has occurred
9. record information on hygiene in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. relevant hygiene requirements
4. type of hygiene problems that could occur and standard operating procedures for dealing with these
5. consequences of not applying hygiene requirements
6. who should be informed of hygiene problems
7. how to maintain hygiene of different work areas and equipment
8. what action should be taken when contamination has been identified
9. factors that affect hygiene in the working environment
10. hygiene critical control points in the process
11. information systems used
12. why it is important to use information systems
 |

## GQAGP17 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. identify and confirm specifications for the work being undertaken
3. select methods and locations for cutting glass to meet specifications
4. confirm glass is available for cutting
5. prepare glass following work schedule and standard operating procedures
6. select equipment for cutting glass to meet specifications
7. store glass following standard operating procedures
8. identify suitable methods for cutting glass to meet specifications
9. position glass for cutting following standard operating procedures
10. cut a range of glass to meet specifications, including
* laminated
* Georgian wired
* float glass
* mirrors
1. cut glass to shape and size using templates to meet specifications
2. cut external radius to glass to meet specifications, including
* laminated
* Georgian wired
* float glass
* mirrors
1. cut internal radius to glass to meet specifications, including
* laminated
* Georgian wired
* float glass
* mirrors
1. cut holes in a range of glass types to meet specifications including:
* laminated
* Georgian wired
* float glass
* mirrors
1. monitor cutting to ensure it meets specifications
2. dispose of unwanted glass appropriately minimising waste by salvaging reusable glass
3. use products and materials effectively to minimise wastage
4. identify any problems and deal with them following standard operating procedures
5. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. properties of the following types of glass:
* laminated
* Georgian wired
* float glass
* mirrors
1. processes for cutting each following type of glass:
* laminated
* Georgian wired
* float glass
* mirrors
1. how to monitor the glass cutting process
2. preparation equipment used
3. preparation processes applied to different products and materials
4. why a template may be required
5. information required on a template
6. how to cut glass to shape and size when using a template
7. how to cut holes in the following types of glass:
* laminated
* Georgian wired
* float glass
* mirrors
1. storage areas for glass before and after cutting
2. how to position glass correctly
3. how to utilise products and materials to minimise wastage
4. the type of problems that could occur and the standard operating procedures for dealing with them
5. information systems used
6. why it is important to use information systems
 |

### GQAGP18 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. identify and confirm specifications for the work being undertaken
3. control condition of glass during the annealing process to meet specifications
4. monitor application of the annealing process to meet specifications
5. confirm glass is removed after the annealing process following standard operating procedures
6. prepare glass for any further work to meet specifications
7. identify any problems and deal with them following standard operating procedures
8. record information the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. specifications for annealing different glass
4. how to monitor the annealing process
5. the annealing process and equipment involved
6. characteristics of glass which affect the annealing process
7. adjustments made to correct the annealing process
8. the type of problems that could occur and the standard operating procedures for dealing with them
9. information systems used
10. why it is important to use information systems
 |

### GQAGP19 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. identify and confirm specifications for the work being undertaken
3. confirm coatings products are available
4. check products and materials meet specifications
5. select type, quantity and quality of products and materials to meet specifications
6. prepare coatings and treatments for use following standard operating procedures
7. store products and materials ready for use
8. apply coatings and treatments to meet specifications following manufacturers instructions and standard operating procedures
9. check applications meet specifications
10. identify any problems and deal with them following standard operating procedures
11. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. methods for coating and treating glass containers
6. the type of problems that could occur and the standard operating procedures for dealing with them
7. information systems used
8. why it is important to use information systems
 |

### GQAGP20 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. identify and confirm specifications for the work being undertaken
3. obtain manufacturers instructions for equipment used
4. select equipment that is suitable and confirm it is available, in good working order and safe for use
5. determine settings for equipment to meet specifications
6. confirm settings are adjusted on equipment to meet specifications
7. confirm equipment is operated following standard operating procedures and manufacturers’ instructions
8. check monitoring and control systems are accurate and fully functional
9. check equipment, monitoring and control systems are accessible, clear of obstructions and debris, and clean
10. check items liable to damage equipment are removed immediately
11. monitor equipment to ensure effective operation
12. identify any problems and deal with them following standard operating procedures
13. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. equipment to use for different work activities
6. how different types of equipment can be set up for different requirements
7. how to operate different types of equipment
8. maintenance requirements of different types of equipment
9. different monitoring methods for different types of equipment
10. types of items that could damage equipment
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use information systems
 |

### GQAGP21 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. accept glass and glass related products into the warehouse following company procedures
3. store delivered glass and glass related products following standard operating procedures.
4. identify hazardous materials following standard operating procedures
5. handle and store hazardous materials following standard operating procedures
6. check inbound products meet specifications
7. deal with the following situations when receiving glass and glass related products into the warehouse:
* goods label does not agree with expected delivery
* goods arrive damaged
* normal storage location is not available
* shortfall in quantities delivered
1. record information following company guidelines.
 | 1. typical delivery schedules including:
* products
* principal suppliers
* frequency
* resource and equipment required
1. how to obtain information about future deliveries
2. company procedures in place to check /inspect products inbound including bulk deliveries
3. handling methods and equipment used, including PPE
4. storage conditions and methods used, for
* packing
* labelling
* stock rotation
1. how to identify hazardous materials
2. precautions in place for handling and storage of hazardous materials.
3. procedures in place to safeguard security of products.
4. company systems used to record information concerning glass and glass related products received into the warehouse.
5. company procedures for dealing with the following situations when receiving glass and glass related products into the warehouse:
* goods label does not agree with expected delivery
* goods arrive damaged
* normal storage location is not available
* shortfall in quantities delivered
 |

### GQAGP22 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 following company guidelines to ensure deliveries can go ahead
2. identify items for delivery following the delivery schedule
3. plan delivery schedules following company procedures
4. 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. use PPE following company policies
6. complete checks and deal with delivery paperwork following company procedures
7. check security of delivery vehicles and contents following company procedures
8. check vehicles following company procedures
9. confirm loaded glass and related products and schedules meet specifications
10. record information following company guidelines
 | 1. company systems used to identify items for delivery
2. company systems in place to identify delivery locations and schedules
3. company processes for confirming loaded glass and related products and schedule meet specifications
4. how to plan delivery schedules
5. factors that could mean changes are needed to delivery schedules
6. company communication methods and processes used when changes to delivery schedules are needed
7. how to ensure security of delivery vehicles and contents
8. types of information associated with deliveries that may need to be kept confidential and why
9. checks to make on delivery vehicles
10. company guidelines on carrying out vehicle checks
11. problems that can occur in the delivery of glass/products
12. company procedures for dealing with problems
13. how problems could be avoided/minimised
 |

### GQAGP23 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. obtain schedules and specifications for work being undertaken
3. select equipment that is suitable and confirm it is available, in good working order and safe for use
4. determine settings for equipment to meet specifications
5. confirm settings are adjusted on equipment to meet specifications
6. confirm equipment is operated following standard operating procedures and manufacturers’ instructions
7. check monitoring and control systems are accurate and fully functional
8. check monitoring and control systems are accessible, clear of obstructions and debris and clean
9. confirm items liable to damage equipment are removed immediately
10. confirm equipment is cleared of debris, dirt and other materials that affects its ability to operate
11. monitor equipment to ensure effective operation
12. identify any problems and deal with them following standard operating procedures
13. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. equipment to use for different work activities
6. how different types of equipment is set up for different requirements
7. how to operate different types of equipment
8. maintenance requirements of different types of equipment
9. different monitoring methods for different types of equipment
10. type of items could damage equipment
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use information systems
 |

## GQAGP24 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. monitor the use of materials and identify any variations from specifications
3. monitor operating conditions of processing equipment and identify any variations from specifications
4. inspect equipment regularly and identify any malfunctions and obstructions
5. confirm equipment is operated effectively and efficiently
6. identify any problems and deal with them following standard operating procedures
7. record information in the appropriate information systems
8. monitor actions of colleagues to determine whether they need assistance
9. provide clear instructions on the use of equipment
10. instruct on the use of equipment where necessary
11. assist colleagues with information on operations whenever necessary
12. identify good practice in operations
13. provide realistic recommendations on potential improvements for operations
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. glass processing operations that occur
4. different types of materials used
5. equipment to use for different work activities
6. typical specifications for processing operations being monitored
7. procedures for monitoring processing operations
8. type of problems that could occur and the standard operating procedures for dealing with them
9. fabrication equipment used for different work activities
10. information systems used
11. why it is important to use information systems
 |

### GQAGP25 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. obtain schedules and specifications for work being undertaken
3. check and confirm glass is prepared and suitable for use
4. select the appropriate methods and equipment for the toughening process and confirm that it is available and safe for use
5. quality check toughening processes following standard operating procedures
6. quality check finished products to meet specifications
7. prepare equipment, machinery and tools to meet specifications
8. start up and shut down equipment, machinery and tools safely, systematically following standard operating procedures
9. operate equipment, machinery and tools following standard operating procedures and manufacturers’ instructions
10. confirm monitoring and control systems are fully functional
11. monitor toughening processes following standard operating procedures
12. identify any problems and deal with them following standard operating procedures
13. record information tools in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. equipment, materials and work procedures used for different jobs
6. information that must be indelibly marked on toughened glass
7. toughening process including
* temperatures
* annealing process
* equipment
1. different types of edge work
2. differences between toughened and heat strengthened glass
3. the British Standard that must be met
4. how processes may differ when producing the following
* glass over 10mm thick
* soft coat glass
* curved glass
1. how to monitor the flow of materials
2. how to identify variations from required flow rates
3. how to adjust flow rates
4. how a need for variation in recipe is identified
5. how a variation in recipe is made
6. how to check toughened glass meets specification
7. what to do if the finished product does not meet specification and standards
8. maintenance requirements of different types of equipment, machinery or tools
9. type of problems that could occur and the standard operating procedures for dealing with them
10. information systems used
11. why it is important to use information systems
 |

### GQAGP26 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 following company procedures, including PPE use
2. hand over glass and related products to customers following company guidelines, including PPE use
3. confirm customers accept glass and related products
4. keep security risks to glass and related products to a minimum
5. deal with the following situations:
* required stock is not available and there is no alternative
* required stock is not available, alternative is more expensive
* required stock has superficial damage
* only available stock to fill customer orders is past “use by” date
* customer account appears to be “on stop”
* customer damages glass and related products after handover
* customer disputes price
* customer asks for additional glass and related products not on original order
1. record information following company guidelines
 | 1. systems used to identify items required by customers
2. systems in place to identify stock locations and availability
3. checks to make before giving goods to customers
4. procedures to follow in the following situations:
* required stock is not available and there is no alternative
* required stock is not available, alternative is more expensive
* required stock has superficial damage
* only available stock to fill customer order is past “use by” date
* customer account appears to be “on stop”
1. recording systems used and information included
2. types of information to be kept confidential
3. procedures for dealing with the following situations:
* customer damages glass and related products after handover
* customer disputes price
* customer asks for additional glass and related products not on original order
 |

### GQAGP28 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. check bulk deliveries are prepared safely and checked for condition and accuracy of order
2. check delivery vehicles following company procedures/legislation.
3. confirm all necessary paperwork/information systems are available
4. load bulk goods for delivery to include:
* equipment used
* position of goods on delivery vehicle
* security of goods
* limits
1. confirm glass and related products are loaded to allow effective, safe delivery in line with delivery schedules
2. deal with problems that can occur to include:
* loading problems
* transportation of glass and glass related products
* problems with delivery vehicle
 | 1. what constitutes bulk deliveries
2. glass and related products the company sends using bulk delivery
3. handling procedures, equipment and paperwork/information systems used to prepare bulk deliveries
4. how bulk goods are loaded for delivery to include:
* equipment used
* position of goods on delivery vehicle
* security of goods
* limits
1. the types of problems that can occur to include:
* loading problems
* transportation of glass and related products
* problems with delivery vehicle
1. how to deal with problems
 |

### GQAGP29 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. obtain schedules and specifications for work being undertaken
3. control condition of glass during annealing processes
4. monitor application of the annealing process to meet specifications
5. check glass is removed after annealing processes following standard operating procedures
6. finish glass by using the appropriate methods and materials to meet specifications
7. prepare glass for any further work following standard operating procedures
8. identify any problems and deal with them following standard operating procedures
9. check glass is stored in appropriate locations following standard operating procedures
10. record information in the appropriate information systems
 | 1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. specifications for annealing different glass
4. how to monitor annealing processes
5. how to remove annealed glass
6. specifications for annealing different glass
7. what other work could follow the annealing of glass
8. recommended schedules for controlling the condition of the glass
9. where to store glass after annealing and finishing
10. the type of problems that can occur and the standard operating procedures for dealing with them
11. information systems used
12. why it is important to use information systems
 |

### GQAGP30 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. checks glass and related products for return following company guidelines
2. minimise possibility of customers not agreeing with the result of checks carried out
3. return glass and related products following company guidelines
4. deal with situations/results of checks that mean glass and glass related products are not acceptable for return
5. follow company procedures with glass and related products not accepted for return, to include:
* processing glass and related products
* complete paperwork/record information
* inform relevant people
1. follow company procedures when dealing with the following problems:
* products for return are damaged at point of collection
* products for return are not as marked/expected
 | 1. reasons the return of glass and related products may be required, to include:
* returns requested by customers
* returns instigated by the company
* process customers follow when seeking to return glass and related products
1. checks made before accepting glass and related products for return and why these checks are important
2. how to minimise the possibility of a customers not agreeing with results of checks carried out
3. situations/results of checks that mean glass and glass related products are not acceptable for return
4. what to do with glass and related products accepted for return in the following circumstances:
* glass and related products to be re-sold/returned
* glass and related products to be scrapped/re-cycled
1. process to follow when glass and related products not accepted for return, to include:
* what to do with products
* paperwork/recording of information
* informing relevant people
1. systems used to record information on the return of glass and related products
2. procedures to follow when dealing with the following problems:
* glass and related products for return are damaged at point of collection
* glass and related products for return are not as marked/expected
 |

### GQAGP31 Use 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 equipment needed to carry out required tasks following company guidelines.
2. check equipment is in a safe, usable condition.
3. use equipment to carry out tasks following company guidelines
4. obtain information on safe use of equipment
5. follow procedures if equipment is not in a safe, usable condition
6. complete tasks following company procedures
7. carry out basic maintenance tasks on the equipment following company procedures
 | 1. equipment available for use within the distribution/warehouse working environment
2. purpose of each piece of equipment
3. restrictions on use of equipment
4. PPE to be used with equipment
5. where to obtain information on the safe use of equipment
6. checks to make on mechanical equipment before use following company guidelines and safe working practices
7. procedures to follow if equipment is not in a safe, usable condition
8. procedures to follow once the tasks have been completed
9. why it is important to follow the company guidelines on the use and care of equipment
10. maintenance tasks carried out on equipment, to include:
* frequency
* responsibility
1. situations which may mean additional training is required in the use of mechanical equipment
2. problems that can occur with mechanical equipment, the likely causes of the problems and be able to suggest possible solutions
 |

### GQAGP32 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. conduct stock checks following company procedures and safe working practices
2. record stock movement following company procedures
3. confirm details of stock checks are recorded following company procedures.
4. identify minimum and maximum stock levels required to meet specifications
5. identify needs to amend stock levels required to meet specifications
6. recommend amending stock levels required to meet specifications
7. monitor minimum and maximum stock levels required to meet specifications
8. obtain information on amount of stock held
9. confirm stock rotation is carried out following company procedures
 | 1. systems in place for carrying out and recording stock checks
2. how stock movement is recorded
3. how to identify minimum and maximum stock levels
4. how to identify need to amend stock levels
5. when and how to recommend amending stock levels
6. why it is important to monitor minimum and maximum stock levels
7. when and how to carry out stock checks to minimise disruption and ensure accurate figures, to include:
* frequency
* timing
* personnel involved
* safe systems of work
1. ways of obtaining information on amount of stock held
2. how to record accurate information of the stock check following company procedures
3. what is meant by stock rotation
4. why stock rotation is important
5. potential problems with ensuring stock rotation is carried out
6. relationship between stock levels and profitability
7. factors other than amount of stock that can affect profitability
8. types of discrepancies that can appear at stock checks
9. possible reasons for each type of discrepancy
10. procedures for dealing with discrepancies
11. process for dealing with damaged or faulty products discovered during stock checks
12. problems in maintaining accurate stock records
13. how to minimise the problems identified
 |

### GQAGP33 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. determine most effective routes for deliveries and collections from available options
3. complete delivery/collection schedules following company procedures
4. record information of schedules following company procedures and systems
5. communicate any changes in the schedules following company procedures
6. deal with any problems that occur during the implementation of delivery/collection
 | 1. information required to plan and organise effective delivery/collection schedules
2. how delivery/collection schedules can be affected by the following:
* vehicle weight/size
* legislation on driver’s hours
1. factors to consider when planning routes
2. how to determine most effective routes from available options
3. issues that may require priority when planning deliveries/collections
4. schedules and routes and why these issues may require priority
5. systems used to record planned schedules
6. who needs to be made aware of schedules and how this information is communicated
7. how and why to communicate any changes in schedules
8. problems that can occur during the implementation of delivery/collection schedules
 |

### GQAGP35 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 following standard operating procedures
2. obtain operational support in a variety of situations following standard operating procedures
3. analyse operational support provided in a particular task/circumstance
4. use the analysis to review the operational support systems and resources available
5. record/report use of operational support following standard operating procedures
6. present recommendations for changes to operational support systems and resources
 | 1. the purpose of operational support
2. tasks within the specific area of responsibility that may require operational support
3. who can provide operational support
4. company guidelines to identify or request operational support
5. situations that indicate a need for operational support and the types of operational support appropriate for each situation
6. how to obtain and provide operational support
7. benefits of providing operational support, to include:
* benefits to the company
* benefits to those being supported
1. potential detrimental effects of providing operational support, to include:
* effects on the company
* effects on those being supported
1. procedures to follow on the recording/reporting of the use of operational support
2. how to analyse operational support provided in a particular task/circumstance
3. how to use the analysis to review the operational support systems and resources available
4. findings might indicate a need to change the systems in place
5. how to present recommendations for changes to operational support systems and resources, to include:
* who to make recommendations to
* type and detail of information to provide
 |

### GQAGP36 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 required standards of performance for each area and suggest development needs
2. deal with problems with members of staff following organisational procedures and in keeping with statutory legislation to improve efficiency
3. monitor individual staff members for performance and compliance with organisational procedures in the following areas:
* stock handling
* paperwork completion
* health and safety related issues
1. produce up to date personal CPD records to include:
* training delivered
* reflection on training
 | 1. areas of the job role in which to monitor individual staff members
2. how to identify required standards of performance for each area and how these can suggest development needs
3. changes in products or customers that may require staff development
4. how to identify potential opportunities for developing staff skills and knowledge
5. problems that can arise when monitoring staff performance
6. ways to deal with the following problems with a member of staff following organisational procedures and in keeping with statutory legislation to improve efficiency
* persistent lateness
* persistent absence
* repeated poor standard of work
* customer/colleague complaints
* persistent non-compliance with organisational procedures
1. problems that can arise when identifying training solutions and suggest ways to overcome them
2. problems that can occur when implementing training programmes and suggest ways to overcome them
3. benefits of recording CPD for the organisation and individuals
4. type of information that should be recorded
5. when and how records should be updated
6. reasons CPD records should be kept up to date
7. why it is important staff keep skills and knowledge up to date
 |

## PROFIS12 Improve the work of the organisation in a glass or glass related working environment (Signposted)

### Overview

This standard covers the skills and knowledge required to be able to contribute to the improvement of the organisation through the effective use of resources, manpower communication methods and working relationships within the glass or glass related working environment.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. share information with colleagues using different methods, to include:
* toolbox talks
* face to face conversations
* written notes
* drawings/sketches
* telephone (voice or text)
* email
* internet
1. identify a potential improvement with the glass or glass related activity
2. research how the potential improvement can be implemented and the benefit gained from this
3. discuss potential improvements and outcomes with colleagues
4. put together a plan for making the improvements suggested
5. pass identified improvements on to colleagues and explain why they are needed
6. review the new improvements made to see if they have had an impact on the organisation and amend, if necessary
7. demonstrate good working relationships with people you work with
 | 1. how to ensure that the correct quantities of products and materials and team members are selected
2. how to minimise waste and to recycle or reuse surplus materials
3. how to give instructions to colleagues so that the correct quantities of products and materials are used and how to reuse surplus products and materials
4. how to monitor colleagues’ use of products and materials
5. the types of material that can potentially be wasted
6. what actions can be taken to minimise wastage of the materials listed
7. reasons for contributing to improving the effectiveness of the glass or glass related organisation
8. the benefits of sharing information which is clear, sufficient and accurate
9. the types of information which needs to be shared with colleagues, related to the glass or glass related activity
10. the importance of sharing information and who needs to be informed
11. ways to identify improvements that can be made in work activities
12. how to research improvements identified, to see if they are viable
13. how to pass on suggestions for improvements identified
14. who to make the suggestions to and why these people need to be made aware
15. how to implement improvements identified so that colleagues understand the need for the changes
16. how to review improvements made to see if they are working effectively and to amend them if they are not working
17. what makes good working relationships
18. benefits of having good working relationships with colleagues
19. benefits of having good relationships with customers
 |

## GQAGP37 Glass and related materials warehousing

### Overview

This standard covers the skills and knowledge required to carry out tasks in the glass and glass related warehousing and distribution working environment, including goods in and goods out. Knowledge of stock identification is required as is the need to know how to deal with the problems that can occur in the glass and glass related warehouse/distribution working environment.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. accept goods into the warehouse in following standard operating procedures
2. store the delivered goods following standard operating procedures
3. select goods for delivery/distribution to meet specifications
4. prepare goods for despatch to meet specifications
 | 1. layout and purpose of the warehouse
2. use and importance of stock identification
3. how to receive and handle goods in
4. how to select and prepare goods for distribution/delivery
5. how to deal with problems that can arise in warehousing
 |

## GQAGP38 UV Glass Bonding

### Overview

This standard covers the skills and knowledge required to prepare surfaces to be bonded, selecting the correct tools and equipment to use, selecting bonding material and bonding two surfaces together using a UV bonding processes to meet specifications.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. select materials and bonding agent to meet specifications
2. prepare work areas ready to start UV bonding
3. select and set up tools and equipment needed to meet specifications
4. prepare surfaces to be bonded following standard operating procedures
5. carry out the UV bonding process to meet specifications
6. record information in the appropriate systems
 | 1. identify and confirm specifications for UV bonding
2. how to prepare work areas prior to starting UV bonding processes
3. tools and equipment used in the UV bonding
4. how to prepare surfaces to be bonded prior to starting UV bonding
5. how to carry out UV glass bonding
 |

## GQAGP39 In Situ Glass Surface Restoration

### Overview

This standard covers the skills and knowledge required to be able to assess the damage on the glass surface, such as scratches and graffiti. Prepare and set up the fining and polishing equipment correctly, restore the damaged part of the surface and polish to required standard.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. identify damage on glass surfaces and processes to use to restore it
2. prepare and isolate work areas following standard operating procedures
3. prepare glass surfaces prior to starting restoration process
4. restore glass surfaces to meet specifications
5. identify any issues with the glass surface and report them following standard operating procedures
6. clear up work areas on completion of process following standard operating procedures
7. record information in the appropriate systems
 | 1. how to identify and confirm the specification for the restoration of the damaged glass
2. methods and equipment used in glass surface restoration
3. how to carry out glass restoration
4. types of problems that can occur in glass surface restoration
5. how to clear up work areas on completion
 |

## GQAGP40 Monitor and control operations in a glass or glass related working environment

### Overview

This standard covers the skills and knowledge required to work effectively with others in a team whilst maintaining effective professional working relationships. It also covers actively engaging in the wider business and looking to provide information that positively contributes to the business.

### Outcomes

|  |  |
| --- | --- |
| **Performance Criteria***You must be able to:* | **Knowledge & Understanding***You need to know and understand:* |
| 1. prepare for monitoring glass or glass related operations
2. monitor glass or glass related operations to meet specifications
3. identify good practice or potential improvements and make recommendations following standard operating procedures
4. record information in the appropriate systems
 | 1. how to prepare for monitoring of glass or glass related operations
2. how to monitor glass or glass related operations
3. how to identify and good and bad working practices
4. how to identify good practice or potential improvements and make recommendations
5. how to identify and overcome problems in glass or glass related operations
6. why it is important to record problems, solutions, good working practice and recommendations for improvements
 |