



GQA Level 2 Diploma for Automotive Glazing Skills

Qualification Number
610/4713/2

PERSONAL COMPETENCE SUMMARY

Name	Company/Centre				
Job Title	GQA Registration Number				
Optional units					
Unit Number	Unit Title	Level	Credit Value	Assessor Signature	Date
D/651/4968	Competence in removal and replacement of Automotive Glazing direct glazed units	2	15		
F/651/4969	Competence in replacement of Automotive Glazing opening glass in vehicles	2	12		
K/651/4970	Competence in Windscreen Repair	2	7		
L/651/4971	Competence in ADAS Calibration in Automotive Glazing work	2	5		
M/651/4972	Competence in Automotive Glazing work on Hybrid/Electric vehicles	2	5		

RELIABLE EVIDENCE: The forms of evidence available include (mark as appropriate)

Test results Observation in the workplace
 Professional Discussion Work records



COMPLETION SIGNATURES

By signing here, the Candidate and Assessor confirm that evidence presented is authentic and that the assessments took place in accordance with the relevant assessment strategy. Details of the assessments and evidence must be recorded in the assessment decision record/summaries at the end of each unit.

	Name and Signature	Date
Candidate		
Lead Assessor		
Internal Verifier		
EQA		

Introduction to the Qualification

Who is this Qualification for?

This qualification is aimed at individuals wishing to prove they have the level and range of knowledge and skills to carry out specific aspects of Automotive Glazing and related activities.

Candidates for this qualification will be involved in one or more activities in Automotive Glazing. The qualification is structured so it is appropriate for those employed in the mainstream Automotive Glazing industry and also those who carry out this type of work in a Bodyshop setting.

This qualification is at Level 2 and is one of a suite of qualifications in Automotive Glazing and ADAS calibrations at both Level 2 and Level 3

What is required from candidates?

Optional units			
Unit Number	Unit Title	Level	Credit Value
D/651/4968	Competence in removal and replacement of Automotive Glazing direct glazed units	2	15
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K/651/4970	Competence in Windscreen Repair	2	7
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Individuals can select the relevant unit(s) to align with their occupational role and duties.

The minimum credit value of the qualification is 5 credits.

Qualifications are now required to indicate the total qualification time (TQT), this is to show the typical time it will take someone to attain the required skills and knowledge to meet the qualification criteria. The minimum TQT for this qualification is 50 hours.

Qualifications are also required to indicate the number of hours of teaching someone would normally need to receive in order to achieve the qualification. These are referred to as Guided Learning Hours (GLH). The minimum GLH for this qualification is 20

Assessment guidance

Evidence should show that you can complete all the learning outcomes for each unit being taken.

Types of evidence:

Evidence of knowledge and practical skills is required. Evidence of knowledge can be demonstrated through a range of methods including responses to oral and/or written questions, reflective reports or professional discussions.

GQA Qualification Implementation Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance

This document indicates the requirements of Approved Centres delivering GQA qualifications and / or units of credit.

1. Equality of Opportunity

Equality of access to fair and valid assessment is necessary for all candidates undergoing assessment. This may mean making reasonable adjustments to normal assessment methods for candidates with particular or special assessment requirements. Candidates work patterns should not become a barrier to assessment, the organisation of which may have to be flexible. In the same way, reasonable adjustment arrangements may be necessary for candidates with a disability. For example, a candidate who is unable, through disability, to produce oral or written evidence, may be allowed to use the method they normally use as a substitute for the required form of communication. Reasonable adjustments need to be approved by GQA.

2. Recognised/Approved Assessment Centres

2.1 Individual centres must be approved by GQA to offer specific qualifications and / or units of credit. A centre may be a single organisation or a partnership of two or more organisations. It may operate at a single location or have satellites. For further details see the GQA booklet "Guide to Centre Approval". The Centre Approval process is carried out by a GQA approved EQA. Each Centre must maintain a centre file. It is important to be clear what the steps in the assessment process are:

- plan evidence collection and opportunities for assessment
- collect evidence
- judge evidence
- determine whether sufficient evidence has been presented
- make an assessment decision and give feedback to the candidate

NB Any deviation from the norm must be approved by a GQA EQA

2.2 Assessors and Verifiers

All Assessors of candidate performance must be competent, to make qualitative judgements, both in the skills they are assessing and in the assessment of candidates and hold the appropriate Assessor national award. Assessor occupational knowledge related to the qualifications being assessed is essential and must be illustrated to GQA prior to approval.

Internal Verifiers are responsible for the quality assurance of the assessment process within a centre. They should have a relevant occupational background, be competent in internal verification and hold the Internal Verifier national award. It is recommended that Internal Verifiers work towards national recognition of assessor competence.

EQAs are responsible for ensuring accurate and consistent standards of assessment across centres, qualifications, units of credit and over time. They should have a relevant occupational background, be competent in external quality assurance and hold the relevant national external quality assurance award. GQA will approve and licence all individuals involved in the assessment and verification of its approved qualifications and / or units of credit.

Individuals who are working towards the Assessor or Internal Verifier national awards can only be provisionally licensed. The judgement of provisional licence holders will need to be agreed/authorised by a fully qualified and GQA licensed individual who cannot carry out a dual role in relation to a specific candidate.

All GQA Assessors and Verifiers must undertake a minimum of 2 significant CPD activities in both occupational areas and assessment and verification. Reflective CPD records must be maintained and made available to GQA EV's for review.

2.3 Centre Approval, Monitoring Reviews and Quality Assurance

The centre recognition/approval process is the start of a significant part of the awarding body's quality assurance system. The Approval process will begin with an EQA review of centre procedures to ascertain the potential centres ability to deliver GQA qualifications and / or units of credit. Centres will be expected to meet the relevant regulatory authority criteria for delivery of qualifications prior to initial approval; continued compliance with the criteria will be monitored through regular EQA visits. It is recommended that centre reviews are conducted at minimum every six months by a GQA EQA.

New or multi-site centres may be required to undertake quarterly or more frequent EV reviews to ensure that different locations can be seen to satisfy the national requirements.

GQA will ensure that unacceptable barriers relating to the assessment and internal verification of candidates in small companies do not deny recognition of competence to competent young workers. In such circumstances, GQA will demonstrate that its

quality assurance procedures remain sufficient and rigorous to ensure that the competence outcomes have standing and credibility in the occupational area.

Enhanced quality procedures to ensure consistency of assessment and verification will be necessary and will include:

- a high level of sampling of assessment decisions N.B. In some instances the EQA may visit each assessment location and qualification / unit of credit candidate (e.g. single candidates dispersed throughout different small companies on government funded programmes)
- an in-depth scrutiny of assessment plans, materials and records
- specific centre guidance aimed at the successful implementation of qualifications and / or units of credit in SMEs via approved centre partnerships. This can include guidance on the quantity and quality of valid, authentic, and transferable evidence expected to be attributed to individual candidates
- ensuring centres are following the requirements prescribed in any appropriate assessment strategies and applicable codes of practice
- the identification and publication of good practice in centres

3. Qualification / Unit of Credit Candidates

All candidates must register with a GQA recognised/approved centre. The centre must maintain appropriate candidate personal details for external audit purposes etc.

The centre will provide candidates with advice and guidance on how to prepare for assessment and allocate an Assessor who will assess candidate ability to meet the requirements of the relevant qualifications / unit of credit. It is the candidate's responsibility to demonstrate competence and to do this they must:

- prove they can consistently meet all the qualification and / or unit of credit criteria
- provide evidence from work, that they can perform competently in all the contexts specified in the qualification / unit of credit requirements
- prove that they have the knowledge and understanding required to perform competently, even where they have not provided evidence from the workplace

It is therefore critical that quality evidence is provided in a format to allow the Assessor to make a decision and for the Internal Verifier to audit/verify his/her decision.

4. Evidence

A qualification and / or credit is awarded when a person has achieved the necessary outcomes of the qualification and / or unit of credit.

The specific combination of units necessary to achieve a qualification is detailed in the qualification structure. Certificates of Unit Credit can be awarded when candidates achieve any one, or more, units from the qualification.

The evidence the candidate brings forward is primarily evidence of performance of what he/she can do, not just what he/she knows. The assessment criteria / qualification requirements are described within the qualification and / or unit of credit itself and can incorporate practical skills and knowledge.

The assessor's role is to judge each relevant item of evidence. Each must be judged against the qualification and / or unit of credit requirements. It is not sensible to collect evidence against individual criteria. Nor is it effective. If items of evidence were collected for each of the criteria, the candidate may have to produce many items of evidence, well above the number actually required. GQA recommend holistic assessment.

When judging each item of evidence, the assessor is deciding whether the evidence:

- is authentic – i.e. actually produced by the candidate
- meets the criteria
- relates as appropriate to a context defined within the qualification and / or unit of credit
- confirms that the candidate has the required underpinning knowledge

When the assessor makes a decision about the candidate's competence, he or she examines all the evidence available to determine:

- if the evidence, as a whole, covers all the evidence of achievement
- whether the evidence indicates consistency in competent performance

- whether there is enough evidence on which to base an inference of competence

The answer can only be:

- yes (the candidate is competent)
- no (the candidate is not yet competent)
- there is insufficient evidence to make a decision

Consistency means that the individual is likely to achieve the standard in their work role, in the different activities defined in the qualification and / or unit of credit over time and range of work. The assessor must judge how long a time period is enough to be confident that the candidate can perform reliably to the standard. Unsupported evidence, i.e. based on a single assessment/visit will not normally prove consistency.

Performance evidence

Performance evidence can be what the individual actually produces, or the way the individual achieves the standard. One is called product evidence and the other process evidence.

Product evidence is tangible – you can look at it and feel it. Products can be inspected, and the candidate can be asked questions about them.

In order to make a fair and objective assessment, the assessor must be able to answer the question: Is there sufficient evidence that the candidate can consistently meet the requirements of the qualification and / or unit of credit? Process evidence describes the way the candidate has achieved an outcome – how they went about it. This may be, for example, the way the quality of products is checked or the way customer complaints are handled. This usually means observing the candidate in action.

Performance evidence may cover a number of outcomes. It makes sense to plan evidence collection so that what the candidate does, in the normal course of their job, can be related to different outcomes and units. The activities that clearly link to the qualification and / or unit of credit requirements are the things to concentrate on when planning evidence collection and assessment and when monitoring the candidate's progress. Look for opportunities in the candidate's job when evidence can be collected against a number of units at the same time.

Performance evidence can be:

- Naturally occurring – evidence produced in the normal course of work. Evidence of this sort is usually of high quality and reliable. It is also cost effective to collect naturally occurring evidence
- Taken from previous achievements – the candidate may be able to bring forward evidence from previous work experience to show that they are still competent to the standard.
- Evidence of prior achievement can be used when it can be shown to support a judgment that the candidate can still achieve the standard. So, the assessor must be satisfied that the evidence of prior achievement is sufficiently reliable to justify saying that the candidate is currently competent.
- Simulated – from circumstances specially designed to enable the candidate's performance to be assessed. Simulation is generally not acceptable.

Knowledge evidence

Being able to achieve a standard requires the ability to put knowledge to work. The qualification and / or unit of credit indicates the knowledge each person should use if they are to perform competently.

Oral or written assessments must clearly provide a suitable means of checking the breadth and depth of an individual's knowledge. Assessors will need to judge the best mix of knowledge evidence according to individual circumstances. Knowledge evidence is useful when deciding the quality of performance evidence but must not be used in isolation to judge competence or as an alternative to performance evidence. Care must be taken so that candidate evidence is auditable and verifiable.

Candidate Declaration

Candidate Name.....

Centre/Company Name.....

Assessor(s) Name(s).....

I acknowledge receipt of this copy of GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the qualification. The individual units detail the necessary requirements etc that I must achieve.

I understand that I will have an important role in preparing for and planning assessments and with guidance from the Assessor I will collect and record relevant evidence.

I have been informed of the appeals system, should I wish to appeal against any part of the assessment process.

I understand the assessments will be carried out with regard to the company's/Centre's Equal Opportunities Policy.

Candidate signature.....

Date.....

Competence in removal and replacement of Automotive Glazing direct glazed units

GQA Ref	AGS01	Regulatory Ref	D/651/4968	Level	2	Credit Value	15
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Aims

The aim of the unit is to demonstrate the individual has the skills and knowledge to carry out the removal and installation of Direct Glazed Automotive Glass. All work must be carried out in accordance with industry recognised best practice, relevant legislation, and following safe working practices

Assessment Guidance

The practical element of this unit will be demonstrated by the following::

- a) Achieving the Pass or Distinction mark in the online knowledge test for the unit
- b) Observation of removal and installation of direct glazed Automotive Glazing unit (either front or rear windscreen) in a roadgoing vehicle
- c) An auditable record of previous work proving the individual has carried out the same type of work consistently over a minimum of 9 months. Auditable records must be available for the Assessor to verify their authenticity
- d) Evidence c is to be supplemented by a recorded Professional Discussion between the individual and the Assessor covering a range of different types of direct glazed work on a variety of vehicles. NB. This is optional for Employer Centres as they have greater knowledge of candidate experience and performance.

The discussion must be at least 15 minutes long

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined by GQA Qualifications in the qualification guidance notes.

Learning outcome; The learner will:	Evidence Ref No.		
	1	2	3
1. Be able to remove and replace Direct Glazed glass in vehicles			
2. Know how to remove and replace Direct Glazed glass in vehicles			

Assessor Comments/Feedback

Competence in replacement of Automotive Glazing opening glass in vehicles

GQA Ref	AGS02	Regulatory Ref	F/651/4969	Level	2	Credit Value	12
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Aims

The aim of the unit is to demonstrate the individual has the skills and knowledge to carry out the removal and installation of opening Automotive Glass. All work must be carried out in accordance with industry recognised best practice, relevant legislation, and following safe working practices

Assessment Guidance

The practical element of this unit will be demonstrated by the following::

- a) Achieving the Pass or Distinction mark in the online knowledge test for the unit
- b) Observation of removal and installation of an opening glass in a roadgoing vehicle
- c) An auditable record of previous work proving the individual has carried out the same type of work consistently over a minimum of 9 months. Auditable records must be available for the Assessor to verify their authenticity
- d) Evidence c is to be supplemented by a recorded Professional Discussion between the individual and the Assessor covering a range of different types of direct glazed work on a variety of vehicles. NB. This is optional for Employer Centres as they have greater knowledge of candidate experience and performance.

The discussion must be at least 10 minutes long

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined by GQA Qualifications in the qualification guidance notes.

Learning outcome; The learner will:	Evidence Ref No.		
	1	2	3
1. Be able to remove and replace opening glass in vehicles			
2. Know how to remove and replace opening glass in vehicles			

Assessor Comments/Feedback

Competence in Windscreen Repair

GQA Ref	AGS03	Regulatory Ref	K/651/4970	Level	2	Credit Value	7
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Aims

The aim of the unit is to demonstrate the individual has the skills and knowledge to complete windscreen repairs. All work must be carried out in accordance with industry recognised best practice, relevant legislation, and following safe working practices

Assessment Guidance

The practical element of this unit will be demonstrated by the following::

- a) Achieving the Pass or Distinction mark in the online knowledge test for the unit
- b) Observation of windscreen repair in a roadgoing vehicle
- c) An auditable record of previous work proving the individual has carried out the same type of work consistently over a minimum of 6 months. Auditable records must be available for the Assessor to verify their authenticity
- d) Evidence c is to be supplemented by a recorded Professional Discussion between the individual and the Assessor covering all aspects of windscreen repair. NB. This is optional for Employer Centres as they have greater knowledge of candidate experience and performance.

The discussion must be at least 10 minutes long

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined by GQA Qualifications in the qualification guidance notes.

Learning outcome; The learner will:	Evidence Ref No.		
	1	2	3
1. Be able to complete windscreen repairs			
2. Know how to repair damage to laminated windscreens in vehicles			

Assessor Comments/Feedback

Competence in ADAS Calibration in Automotive Glazing work

GQA Ref	AGS04	Regulatory Ref	L/651/4971	Level	2	Credit Value	5
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Aims

The aim of the unit is to demonstrate the individual has the skills and knowledge to carry out calibration of ADAS systems. All work must be carried out in accordance with industry recognised best practice, relevant legislation, and following safe working practices

Assessment Guidance

The practical element of this unit will be demonstrated by the following::

- a) Achieving the Pass or Distinction mark in the online knowledge test for the unit
- b) Observation of calibration of a vehicle with a minimum of 2 operating systems
 - The observation can be either dynamic, static, or both. Where only 1 type is observed, see point c) below
- c) A recorded Professional Discussion between the individual and the Assessor covering the type of calibration not observed
- d) An auditable record of previous work proving the individual has carried out the same type of work consistently over a minimum of 6 months. Auditable records must be available for the Assessor to verify their authenticity
- e) Evidence d is to be supplemented by a recorded Professional Discussion between the individual and the Assessor covering a range of completed calibrations. NB. This is optional for Employer Centres as they have greater knowledge of candidate experience and performance.

The discussion must be at least 10 minutes long

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined by GQA Qualifications in the qualification guidance notes.

Learning outcome; The learner will:	Evidence Ref No.		
	1	2	3
1. Be able to carry out calibration activities			
2. Know how to carry out calibration activities			

Assessor Comments/Feedback

GQA Ref	AGS05	Regulatory Ref	M/651/4972	Level	2	Credit Value	5
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Aims

The aim of the unit is to demonstrate the individual has the skills and knowledge to carry out Automotive Glazing work on Hybrid/Electric vehicles. All work must be carried out in accordance with industry recognised best practice, relevant legislation, and following safe working practices

Assessment Guidance

The practical element of this unit will be demonstrated by the following::

- a) Achieving the Pass or Distinction mark in the online knowledge test for the unit
- b) Observation of Automotive Glazing work on Hybrid/Electric vehicles
- c) An auditable record of previous work proving the individual has carried out the same type of work consistently over a minimum of 6 months. Auditable records must be available for the Assessor to verify their authenticity
- d) Evidence c is to be supplemented by a recorded Professional Discussion between the individual and the Assessor covering all aspect of Automotive Glazing work on Hybrid/Electric vehicles

The discussion must be at least 10 minutes long

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods as defined by GQA Qualifications in the qualification guidance notes.

Learning outcome; The learner will:	Evidence Ref No.		
	1	2	3
1. Be able to carry out Automotive Glazing work on Hybrid/Electric vehicles			
2. Know how to carry out Automotive Glazing work on Hybrid/Electric vehicles			

Assessor Comments/Feedback

