GQA LEVEL 2 CERTIFICATE FOR GLASS RELATED OCCUPATIONS (CONSTRUCTION)

Qualification Number

603/1266/X

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PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

	UNITS OF COMPETENCE			ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence overtime	DATE
Unit Number	**Mandatory Units**	**Level**	**Credit**		
J/615/5873 GROC1	Health and Safety within the working environment	2	4		
R/615/5875 GROC 3	Communicating with customers and others in the working environment	2	4		
L/615/5874 GROC2	Identify and confirm the requirements for work being carried out	2	5		
Y/615/5876 GROC4	Locate, handle and transport materials tools or equipment	2	4		
Optional Units					

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

Observation in the workplace	☐	Assessment of knowledge	☐
Records of prior experience	☐	Witness statement(s)	☐
Testimonial(s)	☐	Photographic evidence	☐
Work records	☐	External testing	☐

Passport Style Candidate Photo (Mandatory)

COMPETENCE 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 those who carry out activities in the Construction Industy working with glass and/or glass related products. The qualification has a core group of 4 mandatory units that cover the generic areas including Health and Safety, transport and storage of tools, materials and equipement, checking and confirming the job specification and communication skills.

The qualification is made up of a number of pathways that are specific to the specialist occupations the qualification has been developed for, and completion of the pathway will give access to the relevant CSCS card required for site access.

GQA qualifications are available for a wide range of more mainstream of glass and construction occupations, information can be found at www.gqaqualifications.com.

What is required from candidates?

GQA qualifications are made up of a number of units that have a credit value or credits. This qualification consists of 4 mandatory units, which have a total of 17 credits and a number of pathways. Candidates must complete all 5 mandatory units and any 1 of the pathways.

The units are made up of the things those working in these job roles need to know and the tasks they need to be able to do to carry out the work safely and correctly. These are called Learning Outcomes, and all must be met to achieve the units.

Unit Ref	Title	Level	Credit
J/615/5873	Health & Safety within the working environment	2	4
GROC 1			
R/615/5875	Communicating with customers and others in the working environment	2	4
GROC 3			
L/615/5874	Identify and confirm the requirements for work being carried out	2	5
GROC 2			
Y/615/5876	Locate, handle and transport materials tools or equipment	2	4
GROC 4			
Pathway 1-Installation of glass splashbacks/panels			
F/615/5953	Knowledge of Glass Splashbacks/Panel installation	2	6
KGSP 1			
J/615/5954	Glass Splashbacks/ Panels Installation	2	8
GSP 1			
Pathway 2-Film/Graphics application			
M/615/5950	Knowledge of Applying Graphics/ window film	2	5
KAG 1			
A/615/5952	Application of Graphics or Window Film	2	5
AGF1			
Pathway 3-In-situ glass surface restoration			
L/615/2912	In situ glass surface restoration	3	7
GP28			
Pathway 4-Installation of secondary double glazing systems			
D/615/6155	Knowledge of secondary glazing systems	2	6
SGI1			
Y/615/6154	Installation of Secondary Glazing systems	2	9
SGI2			
Pathway 5 - Installation of Window Control Systems			
R/616/4866	Installing window control systems	2	10
IWC 01			

Y/616/4867	Knowledge of Installing window control systems	2	9
IWC 02			
Pathway 6-Window or Door maintenance			
J/616/7943	Knowledge of window or door maintenance	2	3
KWDM1			
F/616/7942	Carrying out window or door maintenance	2	5
WDM1			
Pathway 7 - Overhead /Modular Glazing			
F/616/9111	Knowledge of overhead Glazed Modular systems	2	4
OMG1			
J/616/9112	Installation of overhead Modular Glazing	2	9
OMG2			
Pathway 8 - Site Surveyor for Glass Related Activities			
K/617/3962	Carry out site surveys for Glass Related Activities	3	8
GRS1			
M/617/3963	Produce specifications for Glass Related Activities	3	5
GRS2			
Additional unit			
D/502/9721	Use Access Equipment to Work at Heights	2	4
PV3			

Achieving the combination of Mandatory units and the correct choice of Optional credits will mean the qualification has been completed and GQA will provide the certificate with the qualification title. Where a candidate has completed additional credits the certificate will list these as “additional credits”, in cases where the candidate has not completed the full qualification and will not go on to do so, a Certificate of credit can be issued for the credits achieved.

Assessment guidance

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

Types of evidence:

Evidence of performance and knowledge is required. Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace only, unless indicated under potential sources of evidence (see below). Evidence of knowledge can be demonstrated though performance or by responding to questions.

Quantity of evidence:

Evidence should show that you can meet the requirements of the units in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

Potential sources of evidence:

The main source of evidence for each unit will be observation of the candidate’s performance and knowledge demonstrated during the completion of the unit. This can be supplemented by the following types of physical or documentary evidence:

- Accident book/reporting systems
- Safety records
- Training records
- Audio records
- Job specifications and documentation
- Delivery Records
- Witness testimonies
- Correspondence with customers
- Notes and memos
- Photo/video evidence
- Work diaries
- Timesheets
- Telephone Logs
- Meeting records
- Records of toolbox talks
- Equipment
- Prepared materials and sites
- Completed work

Please Note that photocopied or downloaded documents such as manufacturers’ or industry guidance, H&S policies, Risk Assessments etc, are not normally acceptable evidence for GQA qualifications unless accompanied by a record of a professional discussion or Assessor statement confirming candidate knowledge of the subject. If you are in any doubt about the validity of evidence, please contact your GQA EQA.

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 EQA'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

As part of the Quality Assurance process Proskills require an Enhanced external quality assurance process. This will be in the form of 1 significant underpinning knowledge question answered by the candidate for each unit of the qualification. The questions will be decided by GQA, and guideline answers must be submitted for approval and once approved kept in the Centre File to allow independent assessment

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. The exceptions to this are:
    - o Dealing with emergencies
    - o Dealing with accidents
    - o Certain pre-approved real time simulators
    - o Limited other procedures that cannot be practically performed in the workplace, and for which sufficient evidence can be collected through other means.

NB:It is not always possible or feasible to collect naturally occurring evidence. It is likely that some simulation may be needed, when it may take too long to wait for the evidence to arise e.g. it may be an aspect of performance which occurs infrequently. An example of this may be evidence of how to deal with emergencies i.e. it makes sense to look for evidence from sources other than naturally occurring ones, rather than for, say, waiting for the building to burn down. Centres must obtain GQA EQA approval prior to the use of simulation.

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.
It should not be necessary to test all of the candidate's knowledge separately; however, any exception to this would be detailed in the relevant Assessment Strategy. Performance evidence could show that the candidate knows what he or she is doing. When this is not the case, or if the assessor is not convinced from the performance evidence, it may be necessary to check the individual's knowledge separately.

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 that candidate evidence is auditable and verifiable.

NB: These Qualification implementation guidelines are generic across the full range of GQA qualifications. Further guidance on acceptable evidence on each qualification will be found in the Introduction to the Qualification section of the candidate booklet

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 want 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.....

Production/Process Activity Guideline

To aid new or established workers, a centre may wish to describe a normal production/process activity relevant to the achievement of the national vocational qualification and identify which units/elements it will contribute to, e.g. the act of preparation for work, implementation and completion will contribute to a number of units of competence.

Production/Process Activity Relevant to the Achievement of this Qualification	Contributory to: Units/Elements

J/615/5873	Health and Safety within the working environment	Level 2	4 Credits
GROC1			

The aim of this unit is to ensure candidates have the required depth and range of knowledge of how to work in a safe manner. They will need to be able to know and understand relevant health and safety legislation relating to their area of work and how to carry out a health and safety risk assessment. They will need to know how to work following safe working practices and what to do in the event of an emergency. They will need to show that they can carry out a health and safety risk assessment and work in a safe manner following written instructions.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know which, health and safety acts, regulations and guidelines apply to the working environment.	1.1 Under the Health and Safety at Work etc Act 1974 describe 2 of each of the following: • The employers primary responsibilities • The employees primary responsibilities			
	1.2 Explain the meaning and purpose of COSHH Regulations			
	1.3 Explain the meaning and purpose of the Manual Handling Regulations			
	1.4 Explain the meaning and purpose of the Working at Height Regulations			
	1.5 Explain the 4 different types of safety signs and give a specific example of each found in the working environment			
2. Know what is covered during a site induction	2.1 List 4 topics that should be explained during site induction			
	2.2 State who on the site needs to be informed in the event of accidents and emergencies			
	2.3 Describe the actions to take on a construction site in the event of fire			
3. Know how to carry out a visual health and safety risk assessment in the working environment	3.1 Explain what is meant by the terms in health and safety • Hazard • Risk			
	3.2 List 6 hazards and potential risks found in the working environment			
	3.3 Describe how you carry out a risk assessment of the working environment			
	3.4 Explain the actions to take when discovering unsafe working conditions			
4. Be able to identify hazards and assess risks in the working environment.	4.1 Carry out a visual risk assessment of the working environment			
	4.2 Take appropriate actions on the findings of a risk assessment			
5. Know how to adopt safe working practices.	5.1 State how to locate guidance/instructions for tools / equipment in the work area			
	5.2 Describe three tasks in the work area and the tools / equipment and personal protective equipment used.			
	5.3 Explain how to minimise the risks where power tools are required			
	5.4 Explain the choices of tools / equipment and personal protective equipment given in the example above.			
	5.5 Describe the actions to take if any of the tools / equipment or personal protective equipment are damaged or faulty.			
	5.6 Explain how to use materials safely according to manufacturer's guidelines			
6. Be able to adopt and adhere to safe working practices.	6.1 Select and use personal protective equipment relative to the task			
	6.2 Select and use the appropriate tools /equipment to carry out the work in accordance with safe working practices			

	6.3 Complete the task in a safe manner following employer and health and safety guidelines			
7. Know how to keep others away from the working area.	7.1 Explain how to set up the work area to keep other people at a safe distance			
	7.2 Explain what equipment can be used to keep other people away from the work area			
	7.3 Explain why other people need to be kept away from the work area			
	7.4 Explain who might be allowed to enter the work area and why they might need to			
8. Be able to isolate the work area	8.1 Set up the work area to ensure other people are kept at a safe distance using appropriate methods/equipment			

Assessor comments/feedback

R/615/5875 GROC3	Communicating with customers and others in the working environment	Level 2	4 Credits

The aim of this unit is to ensure candidates have the required depth and range of knowledge of how to communicate effectively with their customers and other people they may come in contact with as part of their work. This requires them to have knowledge of the different ways you can pass information to other people and the importance of providing accurate information. Candidates also need to be able to identify potential problems and the action to take to provide a workable solution to any problem found.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know who to contact to ensure the work can be completed on time	1.1 Explain who might needed to be contacted to ensure the work can be completed on time			
	1.2 Explain what part these play in ensuring the work can be completed.			
2. Know what information to exchange with customers and others relating to the work being carried out and why this is important.	2.1 Give 3 examples of information related to the work being carried out which the customer and others may need to know or request.			
	2.2 Explain why it is important to share accurate information with customers and other people involved in the work			
	2.3 Explain why it is important to respond promptly to customers and others who request information			
	2.4 Explain why it is important to check that the customer / other have understood the information provided			
3. Be able to share accurate information with customers and others who may be involved in the work.	3.1 Share information with customers / other people to ensure the work can be carried out to meet the job specification using 2 or more of the following methods • Face to face conversations. • Company systems • Written notes. • Drawings / sketches. • Telephone (voice or text). • Email.			
4. Know why good working relationships with customers and other people involved in the work are important and how barriers to this can be overcome.	4.1 Explain why good customer / working relationships are important.			
	4.2 Give 3 examples of problems that can affect the relationship with a customer			
	4.3 Give 3 example of problems that can affect the relationship with others involved in the work			
5. Be able to communicate with customers and/or others to promote a good working environment	5.1 Communicate effectively with customers and/or others to promote a good working environment			
	5.2 Communicate with customers and /or others in a professional, respectful and helpful way.			

Assessor comments/feedback

L/615/5874	Identify and confirm the requirements for work being carried out	Level 2	5 Credits
GROC 2			

The aim of this unit is to ensure candidates have the required depth and range of knowledge of how to identify and use the correct specification for work they are going to be carrying out. They are also required to know how to check the condition of the surface the material is being applied to and to ensure it reflects what is in the specification. They also need to know how to check and identify the correct type and quantity of materials have been supplied for a task. They will also need to demonstrate they can read and interpret specification, check the condition of the location where the materials are being installed and check the products meet the specification

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know how to identify and confirm the specifications required to complete the work	1.1 Name the sources of information that may be available to confirm the specification is correct for the task being carried out			
	1.2 Explain how to confirm the specification is accurate and up to date to ensure the task is carried out to the latest specification			
2. Be able to ensure that the job specification can be carried out on site	2.1 Check that the information available will meet the specification and requirements of the work.			
	2.2 Interpret the job specification to establish the type, qualities and features of the work			
3. Know how to establish and check the type, location, and features of the work site	3.1 Explain how to establish the type and location of the task being carried out			
	3.2 Explain how to check the condition of the location where the task is being carried out			
	3.3 Explain how the site conditions can affect the way the work is carried out.			
4. Be able to check the condition of the location of the work being carried out	4.1 Check the condition of the location is suitable for the specified work			
	4.2 Take appropriate action following the checks carried out			
5. Know how to check materials and components used to ensure they meet the specification for the task being carried out	5.1 Explain how to check the type and amount of materials and components required to carry out the task			
	5.2 Explain how to check the materials and components are meeting required quality standards for the task			
6. Be able to examine the materials and components to ensure they meet the specification of the task being carried out.	6.1 Examine the materials and components and confirm that they meet the specification of the task.			
	6.2 Inspect the materials and components for damage prior to use			
7. Know how to overcome problems in the confirmation of task requirements.	7.1 Describe three problems that can occur in the confirmation of task requirements and explain how these might be overcome.			
	7.2 Describe three problems that can be found in materials or components and how these can be rectified			

Assessor comments/feedback

Y/615/5876	Locate, handle and transport materials tools or equipment	Level 2	4 Credits
GROC4			

The aim of this unit is to ensure candidates have the required skills and knowledge to identify tools, materials and equipment, check they are fit for purpose and be able to handle, transport and store them in a way that allows effective safe working practices

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know how to select the appropriate materials and tools or equipment to carry out the task, and that they are fit for purpose	1.1 Explain how to select the correct materials needed			
	1.2 Explain 3 checks to make on the materials to ensure they are fit for purpose			
	1.3 Explain how to select the tools / equipment required			
	1.4 Explain 3 checks to make on the tools / equipment to ensure they are fit for purpose			
	1.5 Explain how to deal with any materials, tools or equipment that is not fit for purpose			
2. Know the different types of tools / equipment used to carry out the work	2.1 List 3 tools / equipment used to carry out the work and explain how to use them			
	2.2 Explain how to keep tools / equipment in a good working condition			
3. Be able to locate and select the appropriate type, quality and quantity of materials and suitable tools / equipment.	3.1 Locate and select the required amount of materials.			
	3.2 Locate and select the required tools / equipment to carry out the task			
4. Know the importance of handling and transporting materials and tools / equipment correctly and safely	4.1 Explain the types of damage that can be caused by incorrect handling or transport of materials or tools / equipment			
	4.2 Explain the types of injury that can be caused by incorrect handling or transport of materials or tools/equipment			
	4.3 Explain how to handle and transport materials to minimise damage or injury			
	4.4 Explain how to handle and transport tools / equipment to minimise damage or injury			
5. Be able to handle and transport materials and tools / equipment correctly and safely.	5.1 Handle and load the materials tools / equipment in accordance with safe working practices, using appropriate methods and/or equipment			
	5.2 Transport the materials tools / equipment in accordance with safe working practices using the appropriate transportation methods and /or equipment			

Assessor comments/feedback

Y/615/5876 GROC4	Locate, handle and transport materials tools or equipment (continued)	Level 2	4 Credits

6.Be able to deliver the materials and tools / equipment to the required location to allow the task to be carried out effectively	6.1 Deliver the materials and tools / equipment to the required location in accordance with safe working practices			
	6.2 Ensure the materials and tools / equipment are positioned to allow effective working			
7. Know the types of problems that can occur when locating, handling and transporting materials and tools / equipment.	7.1 Describe 2 problems that can occur when locating materials or tools / equipment			
	7.2 Describe 2 problems that can occur when handling materials or tools / equipment			
	7.3 Describe 2 problems that can occur when transporting materials or tools/equipment			
	7.4 Describe some possible solutions for rectifying each of the problems given			

Assessor comments/feedback

F/615/5953	Knowledge of Glass Splashbacks/Panel installation	Level 2	6 Credits
KGSP 1			

The aim of this unit is to ensure that individuals have the required depth and range of knowledge of how to effectively install glass panels and splashbacks. This includes knowledge of the type of glass used, necessary tools and equipment, the installation process and how to carry out final quality checks and customer handover.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the type of glass used in the manufacture of glass splashbacks and panels	1.1 Explain the types of glass used in the manufacture of glass splashbacks and panels			
	1.2 Explain the characteristics of the type of glass used and how to handle it in accordance with safe working practice			
2. Know how to prepare the surface prior to installing a glass splashback or panel	2.1 Explain the surface preparation required to be carried out prior to installing the glass splashback or panel			
	2.2 Explain 3 potential problems with surface preparation and how they may affect the installation of the panel			
	2.3 Explain how to rectify the problems listed			
3. Know how to install the glass splashback or panel in accordance with the specification and following safe working practices	3.1 Explain the process for installing a glass splashback or panel including adhesive drying/curing times where applicable			
	3.2 Explain how to ensure the panel is level and plumb and how to make adjustments to the surface if required			
	3.3 Describe how to finish off the installation to meet the required specification			
	3.4 Explain how to avoid damage to the surrounding areas during installation work			
4. Know how to check the completed work meets the required specification	4.1 Explain the process to follow to carry out the final quality inspection of the work carried out			
	4.2 Explain how to confirm that the work has been completed to the satisfaction of the customer			
	4.3 State the information provided to the customer on the completion of the work			
5. Know how to clean up the work area on the completion of the work	5.1 Explain how the work area is cleaned on the completion of the work			
	5.2 Explain how unwanted material is disposed of in accordance with safe working practices			
	5.3 Explain how to minimise waste and which materials can be used for other jobs			
6. Understand the problems that can occur and how to overcome them	6.1 Explain how glass splashbacks can be removed following safe working practices and minimising damage to splashback and surface			
	6.2 Explain the actions to take if services have not been disconnected prior to installing the glass splashback or panel			
	6.3 Describe the action to take if the glass panel has been damaged			
	6.4 Identify 2 types of damage to the panels and how they can be rectified			

Assessor comments/feedback

J/615/5954	Glass Splashbacks/ Panels Installation	Level 2	8 Credits
GSP1			

The aim of this unit is to ensure that individuals have the required level of skill to be applied to install glass panels or splashbacks according to the set specification. This includes the skills required to prepare the surface to receive the glass panel or splashback, fixing the glass panel or splashback to the surface, carry out final quality check and handover to the customer on completion.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to select the tools, equipment and materials to be able to install the glass panel or splashback to comply with the specification.	1.1 Select the tools and equipment required to carry out the installation in accordance with safe working practices			
	1.2 Select the type, quantity and quality of materials to be able to carry out the work to specification required			
2. Be able to prepare the surface ready to receive the glass splashback in accordance with the specification	2.1 Prepare the surface ready to install the glass splashback according to the specification			
	2.2 Use specified tools and materials to prepare the surface according to the specification			
3. Be able to install the glass panel or splashback in accordance with the specification	3.1 Fit the glass panel or splashback into the required location in accordance with safe working practices , ensuring: • It is fitted level and plumb or to design specifications • It has the required tolerances • It is fitted securely to the surface using the appropriate fixing method • To avoid damage to surrounding areas			
4. Be able to check that the completed work meets the agreed specification	4.1 Carry out a final inspection of the completed work against specification completing any company documentation			
	4.2 Confirm with customer that the finished work meets their specification and requirements			
5. Be able to clear up working area and remove all unwanted materials	5.1 Clear up the working area leaving it in a suitable condition for the customer			
	5.2 Remove all unwanted material from the work area and dispose of it in accordance with safe working practices			

Assessor comments/feedback

M/615/5950	Knowledge of Applying Graphics / Window Film	Level 2	5 Credits
KAG1			

The aim of this unit is to ensure that individuals have the required depth and range of knowledge of how to effectively apply graphic / window film. This includes knowledge of the type of film used, necessary tools and equipment, surface preparation, the application process and how to carry out final quality checks and customer handover.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the type of graphic / window film and their various applications	1.1 Explain the types of window / graphic film used and where they can be used			
	1.2 Explain the characteristics of the different window / graphic film and how to handle them to avoid damage			
2. Know the tools / equipment to select to be able to apply the graphic / window film in accordance with safe working practices	2.1 List 4 tools required to carry out the film application in accordance with safe working practices to meet the specification			
	2.2 List 3 pieces of equipment used to carry out the installation and explain how each is used			
	2.3 Describe how to check equipment and tools are in good working order			
	2.4 Explain what to do if the tools or equipment are not fit for purpose			
3. Know how to check that the quantity and type of materials have been selected to meet the specification.	3.1 Explain how to check that the quantity and type of materials supplied meets the specification			
	3.2 Explain the quality checks that are carried out on the materials prior to using them and why they are carried out			
	3.3 Explain the process to follow if materials are not to specification			
4. Know how to prepare the surface prior to applying the graphic / window film	4.1 Explain the surface preparation required to be carried out prior to applying the graphic / window film			
	4.2 Explain 3 problems to overcome and how they may affect the application of the film			
	4.3 Explain how to rectify the problems listed			
5. Know how to apply the graphic / window film in accordance with the specification and following safe working practices	5.1 Explain the process for applying graphic/ window film to prepared surfaces			
	5.2 Explain how to ensure the film applied is level and plumb and how to make adjustments if required			
	5.3 Describe how to finish off the work to meet the required specification			
	5.4 Explain how to avoid damage to the surrounding areas during installation work			

Assessor comments/feedback

M/615/5950	Knowledge of Applying Graphics / Window Film (continued)	Level 2	5 Credits
KAG1			

6. Know how to check the completed work meets the required specification	6.1 Explain the process for the final quality inspection of the work carried out			
	6.2 Explain how to confirm that the work has been completed to the satisfaction of the customer			
	6.3 State the information provided to the customer on the completion of the work			
7. Know how to clean up the work area on the completion of the work	7.1 Explain how the work area is cleaned on the completion of the work			
	7.2 Explain how unwanted material is disposed of in accordance with safe working practices			
	7.3 Explain how to minimise waste during the preparation and application process			
8. Understand the problems that can occur and how to overcome them	8.1 Explain the problems that can arise when preparing the surface to receive the film and how to overcome them			
	8.2 Explain the problems than can occur during the application of the film and how to overcome them			
	8.3 Identify 2 types of damage and explain how they can be rectified			

Assessor comments/feedback

A/615/5952	Application of Graphics or Window Film	Level 2	5 Credits
AGF 1			

The aim of this unit is to ensure that individuals have the required level of skill to be applied to apply graphic film according to the set specification.. This includes the skills required to prepare the surface to receive the film applying the film to the surface, carry out final quality check and handover to the customer on completion.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to select the tools / equipment and materials to be able to apply the graphic / window film to comply with the specification.	1.1 Select the specified tools / equipment required to carry out the task in accordance with safe working practices			
	1.2 Select the type, quantity and quality of materials to be able to carry out the work to specification required			
2. Be able prepare the surface ready to apply the graphic/ window film	2.1 Prepare the surface to receive the graphic / window film according to the specification			
	2.2 Use the correct tools / equipment to prepare the surface ready to apply the film			
3. Be able to apply the window / graphic film according to the specification the work being carried out	3.1 Prepare the graphic/window film to be applied to the surface			
	3.2 Apply the graphic/window film according to the specification			
	3.3 Use the specified tools and equipment to apply the graphic / window film to meet specification			
4. Be able to check that the completed work meets the agreed specification	4.1 Carry out a final inspection of the completed work against specification completing any company documentation			
	4.2 Confirm with customer that the finished work meets their specification and requirements			
5. Be able to clear up working area and remove all unwanted materials from site	5.1 Clear up the working area leaving it in a suitable condition for the customer			
	5.2 Remove all unwanted material from the work area and dispose of in accordance with safe working practices			

Assessor comments/feedback

L/615/2912	In Situ Glass Surface Restoration	Level 3	7 Credits
GP28			

The aim of this unit is to provide the learners with the knowledge and skills 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.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know how to identify and confirm the specification for the restoration of the damaged glass.	1.1 Describe 6 different types of glass, their properties, uses and issues that could arise			
	1.2 Explain how to confirm the specification for the restoration of the damaged glass			
	1.3 Describe how to assess the damage to the glass and the correct process to use to restore it to visibility standard required			
	1.4 Explain action to take if damage to glass is not as stated on the specification.			
2. Be able to identify the damage on the glass surface and the correct process to use to restore it	2.1 Assess damage to glass and confirm it is the same as stated on the specification			
	2.2 Select the correct action to take following inspection of the glass and how it is damaged			
3. Be able to prepare and isolate the work area correctly according to set procedures	3.1 Mark out and isolate work area according to location and procedures			
	3.2 Protect area adjacent to the building work as necessary for the location			
	3.3 Ensure relevant people are notified			
4. Know the methods and equipment used in glass surface restoration	4.1 Describe the different methods used to carry out glass surface restoration			
	4.2 State equipment used to carry out glass surface restoration and how each is used			
	4.3 Explain how to prepare the glass surface prior to starting restoration			
	4.4 Describe the checks made to the glass surface before starting the restoration			
5. Be able to prepare the glass surface prior to starting restoration process	5.1 Carry out surface checks prior to starting Restoration			
	5.2 Identify any issues with the glass surface and report them according to procedure			
	5.3 Prepare surface area according to specification and procedures			
6. Know how to carry out the glass restoration process	6.1 Explain the full process identified for removing the surface damage and polishing the glass surface and why this method is appropriate			

L/615/2912	In Situ Glass Surface Restoration (continued)	Level 3	7 Credits
GP28			

7. Be able to carry out glass surface restoration process	7.1 Select the correct process to use for the glass surface restoration being carried out			
	7.2 Carry out surface restoration process according to specification and procedures			
8. Know the types of problems that can occur in the glass surface restoration process	8.1 Explain the problems that can occur when carrying out restoration process and what causes them			
	8.2 Describe how problems can be rectified or reported as necessary			
9. Know how to clear up work area on completion of work	9.1 Describe how to clear up work area on completion of glass restoration process			
	9.2 List the checks made on area after clearing up has been completed.			
10. Be able to clear up work area on completion of process	10.1 Clear work area on completion of work			
	10.2 Carry out final checks after clear up is completed			
11. Be able to record information on the completed glass surface restoration process	11.1 Record information on the completed glass restoration process in accordance with Organisational guidelines and requirements.			

Assessor comments/feedback

D/615/6155 SGI1	Knowledge of secondary glazing systems	Level 2	6 Credits

The aim of this unit is to provide the learner with the knowledge of secondary glazed systems and be able to explain their performance range to meet specification and installation requirements

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1 Know the types of secondary glazed systems available and explain their purpose	1.1 Describe 3 different types of secondary glazing systems			
	1.2 Explain 3 potential benefits of, or reasons for, installing secondary glazed systems			
2. Know the range of components available to meet specification and performance requirements of secondary glazed systems	2.1 Describe what glass is available to meet the performance criteria for secondary glazed systems			
	2.2 Describe what additional components could be used to increase the performance of sound efficiency within secondary glazed systems			
3. Know how to prepare the aperture/reveal for the installation of secondary glazed systems to meet the job specification	3.1 Describe in detail how to prepare the aperture/reveal for installation			
	3.2 Describe three typical problems that could occur during aperture/reveal preparation			
	3.3 Explain how to overcome the problems described			
4 Know how to ensure the compatibility of the primary and secondary glazed systems	4.1 Describe what checks to make on the compatibility of primary glazing system and secondary glazed systems before installation			
	4.2 Describe three problems that could occur with the compatibility of primary glazed system and secondary glazed systems			
	4.3 Explain how to overcome the problems described			
5. Know how to prepare and install different types of secondary glazed systems to meet specification	5.1 Describe how to prepare the frame for two different types of secondary glazed systems for installation			
	5.2 Describe how to install two different types of secondary glazed systems- to include glazing			
	5.3 Explain three problems that could occur during the installation and explain how these are overcome			
6. Know how to check the system meets the specification and is fully operational after installation	6.1 Describe what checks to make following the installation			
	6.2 Describe three typical problems that could occur following the installation and how to overcome them			
	6.3 State the information provided to the customer on the completion of the work			
7. Know how to clean up the work area on the completion of the work	7.1 Explain how the work area is cleaned on the completion of the work			
	7.2 Explain how unwanted material is disposed of in accordance with safe working practices			
	7.3 Explain how to minimise waste and which materials can be used for other jobs			

Assessor comments/feedback

Y/615/6154	Installation of Secondary Glazing systems	Level 2	9 Credits
SGI2			

The aim of this unit is to provide the candidate with the skills required to install a range of secondary glazed systems and components that meet the specification

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to prepare the aperture/reveal for the installation of secondary glazed systems in accordance with safe working	1.1 Prepare aperture/reveal for the installation of secondary glazed systems in accordance with safe working practices			
2. Be able to prepare, position and install secondary glazed systems to meet the specification	2.1 Prepare secondary glazed systems for installation			
	2.2 Position frames within the aperture/ reveal to meet specification			
	2.3 Install secondary glazed systems to meet the specification and in accordance with safe working practices			
	2.4 Install glass or panel into secondary glazed systems to meet the specification and in accordance with safe working practices			
	2.5 Seal system to meet the specification and in accordance with safe working practices			
3. Be able to complete the installation to meet the specification	3.1 Check for ease of operation and use			
	3.2 Ensure information on use and maintenance is made available to user			

Assessor comments/feedback

R/616/4866 IWC 01	Installing window control systems	Level 2	10 Credits

The aim of this unit is to ensure that individuals have the required level of skill to be applied to install window control systems according to the set specification. This includes the skills required to identify the specified components are used, identifying a suitable position to fix the window control systems, fixing the window control systems to the surface, carry out final quality check and handover to the customer on completion.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to select the tools, and components to be able to install the window control systems to comply with the specification.	1.1 Select the tools required to carry out the installation in accordance with safe working practices			
	1.2 Select the type, quantity and quality of components to be able to carry out the work to specification required			
2. Be able to identify the suitable location to fix the window control systems.	2.1 Identify the suitable position to fix the winder winding mechanism too to comply with the specification			
	2.2 Use specified tools to mark out the specified position of the window control systems			
3. Be able to install the window control systems in accordance with the specification	3.1 Fit the window control systems into the required location in accordance with safe working practices , ensuring: • It is fitted in the specified location • It has the required tolerances • It is fitted securely to the surface using the approp`riate fixing method • To avoid damage to surrounding areas			

Assessor comments/feedback

R/616/4866 IWC 01	Installing window control systems (continued)	Level 2	10 Credits

4. Be able to check that the completed work meets the agreed specification	4.1 Carry out a final inspection of the completed work against specification completing any company documentation			
	4.2 Confirm with customer that the finished work meets their specification and requirements			
5. Be able to clear up working area and remove all unused components	5.1 Clear up the working area leaving it in a suitable condition for the customer			
	5.2 Remove all unwanted components from the work area and store safely			
6. Be able to provide customers with clear instructions relating to the use of the window control systems	6.1 Provide customers with clear instructions relating to the use and care of the window control systems			
	6.2 Check the customer is satisfied with and understands the information given			

Assessor comments/feedback

Y/616/4867	Knowledge of Installing window control systems	Level 2	9 Credits
IWC 02			

The aim of this unit is to ensure that individuals have the required depth and range of knowledge of how to effectively install window control systems. This includes knowledge of the type of window control systems used, necessary tools and equipment, the installation process and how to carry out final quality checks and customer handover.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the type of window control systems available and their uses	1.1 Explain 4 different types of window control systems and how and where they are used			
	1.2 Explain the main benefits of the 4 types of window control systems used and how they function			
2. Know the tools to select to be able to install the window control systems in accordance with safe working practices	2.1 List 4 tools required to carry out the installation in accordance with safe working practices to meet the specification			
	2.2 Describe how to check the tools chosen are in good working order and how to use them safely			
	2..3 Explain what to do if the tools selected are not fit for purpose			
3. Know how to check that the quantity and type of window control systems have been selected to meet the specification.	3.1 Explain how to check that the quantity and type of window control systems supplied meet the specification			
	3.2 Explain the quality checks that are carried out on the window control systems prior to using them and why they are carried out			
	3.3 Explain the process to follow if the window control systems supplied are not to specification			
4. Know how to select the required position to install the window control systems to ensure correct functionality	4.1 Explain how to identify the position where the window control systems is to be installed to meet the specification			
	4.2 Explain the information required to ensure the window control systems is fitted in the correct location			
	4.3 Explain the most suitable place to position the window control systems on 4 different types of window			
	4.4 Explain the action to take if the window control systems cannot be installed in the specified location			
5. Know how to install window control systems in accordance with the specification and following safe working practices	5.1 Describe the process for installing 4 different types of window control systems			
	5.2 Explain the different types of fixings used to install the window control systems to a range of surfaces			
	5.3 Explain how to avoid damage to the surrounding areas during the installation work			

Assessor comments/feedback

Y/616/4867 IWC 02	Knowledge of Installing window control systems (continued)	Level 2	9 Credits

6. Know how to check the completed work meets the required specification	6.1 Explain the process to follow to carry out the final quality inspection of the work to ensure it functions in accordance with the specification			
	6.2 Describe any problems that might occur when the window control systems have been fitted and how to over come them			
	6.3 Explain how to confirm that the work has been completed to the satisfaction of the customer			
	6.4 State the information provided to the customer on the completion of the work			
7. Know how to clear up the work area on completion and store unused components	7.1 Explain how to clear up the work area on completion of the installation			
	7.2 Explain the types of components that can be store for future use if not used during the installation			
	7.3 Explain how to store components for future use			
8. Know how to recognise and resolve potential problems in the installation process	8.1 State 3 potential problems that can arise when installing window control systems			
	8.2 Explain how to overcome the problems listed in 8.1 above			

Assessor comments/feedback

J/616/7943	Knowledge of window or door maintenance	Level 2	3 Credits
KWDM1			

The aim of this unit is to ensure that individuals have the required depth and range of knowledge of how to effectively carry out remedial maintenance on windows or doors. This includes knowledge of the different types of maintenance that can be carried out, necessary tools and equipment used, how to identify and rectify potential problems and how to carry out final quality checks and complete the customer handover.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the type of maintenance and remedial window or door maintenance that may need to be carried out	1.1 Explain 4 different types of faults that may be found or windows or doors			
	1.2 Explain how the faults identified in 1.1 can impact on the way the window or door operates			
	1.3 State 4 areas on a window or door that require regular maintenance			
	1.4 Explain how to identify the information needed to carry out the maintenance work			
2. Know how to identify the maintenance or remedial work needed on a window or door	2.1 Explain how to identify the location of the window or door that requires maintenance or remedial work			
	2.2 Describe how to inspect the window or door to identify the problem that needs to be resolved			
	2.3 Explain the checks needed to identify what is causing the issue on the window or door			
	2.4 Explain how to identify the areas or the window or door that require maintenance work.			
3. Know how and when input from others may be required	3.1 Describe a situation that may require involvement with others in carrying out the maintenance or remedial work			
	3.2 Explain what considerations to take into account with the involvement of others			
	3.3 Explain how to contact, confirm and arrange the additional resource			
4. Know the tools and equipment and materials required to carry out maintenance or remedial work on a door or window	4.1 List 3 tools that can be used when carrying out maintenance work on a door or window			
	4.2 List 3 pieces of equipment that may be needed to carry out maintenance work on a door or window			
	4.3 Explain how to check that the tools and equipment identified in 4.1 & 4.2 are fit for use.			
	4.4 List 4 types of material that may need to be used in window or door maintenance work.			
5. Know how to carry out the maintenance and remedial work on a window or door	5.1 Describe 4 common areas that require maintenance on a window or door			
	5.2 Explain how you would carry out the 4 areas of maintenance identified in 5.1			
	5.3 Explain how to identify the cause of 4 different problems that can be present on a window or door			
	5.4 Explain how to resolve the problems identified in 5.3 according to specification			
6. Know how to check the completed work meets the required specification	6.1 Explain the process to follow to carry out the final quality inspection of the work to ensure it functions in accordance with the specification			
	6.2 Describe any problems that might occur with the maintenance carried out and how to overcome them			
	6.3 Explain how to confirm that the work has been completed to the satisfaction of the customer			

	6.4 State the information provided to the customer on the completion of the work			
7. Know how to clear up the work area on completion and store unused components	7.1 Explain how to clear up the work area on completion of the maintenance work			
	7.2 Explain the types of components that can be store for future use if not used during the maintenance work			
	7.3 Explain how to store components for future use			

Assessor comments/feedback

F/616/7942	Carrying out window or door maintenance	Level 2	5 Credits
WDM1			

The aim of this unit is to ensure that individuals have the required skills of how to effectively identify the maintenance work required on a window or door and then carry out the required work. This includes being able to identify problems, develop solutions and use a range of tools and resources to carry out the required maintenance.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to identify the location where the remedial or maintenance work is to be carried out	1.1 Identify the location where the work is to be carried out using company systems			
	1.2 Identify the window or door that requires maintenance or remedial work to be carried out			
2 Be able to identify the type of remedial window or door maintenance that may need to be carried out	2.1 Inspect the window or door to identify the problem that needs to be resolved			
	2.2 Carry out specified checks needed to identify what is causing the issue on the window or door			
	2.3 Identify the areas of the window or door that require maintenance work and how to rectify them			
3. Be able to carry out the remedial or maintenance work on a window or door	3.1 Carry out the remedial or maintenance work required on the window or door to the specified standard			
	3.2 Remove, replace or adjust fixtures or fittings required to carry out the work			
4. Be able to check the completed work meets the required specification	4.1 Carry out the final quality inspection of the work to ensure it functions in accordance with the specification			
	4.2 Complete any company documentation as part of the final quality inspection			
	4.3 Inform customer of completed work and explain work carried out			
5. Be able to clear up the work area on completion and store unused components	5.1 Clear up the work area on completion of the maintenance work			
	5.2 Keep any components or fittings that can be store for future use if not used during the work			
	5.3 Store unused components for future use in accordance with company processes			

Assessor comments/feedback

F/616/9111	Knowledge of overhead Glazed Modular systems	Level 2	4 Credits
OMG1			

The aim of this unit is to provide the learner with the knowledge of overhead Glazed Modular Systems and be able to explain their performance range to meet specification and installation requirements

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1 Know why overhead Modular Systems are installed and be able to explain their functionality	1.1 Describe 3 different types of Modular Glazed systems			
	1.2 Explain 3 potential benefits of, or reasons for, installing Modular Glazed systems			
2. Know the range of components available to meet specification and performance requirements of Modular glazed systems	2.1 Describe what types of glass is available to meet the performance criteria for Modular glazed systems.			
	2.2 Describe what glass is required to meet legislation			
	2.3 Explain what should be visible at all times when glass has been installed for additional safety purposes			
	2.4 Describe what additional components are used to increase the energy performance of the Modular Glazed System			
3. Know how to prepare the aperture/kerb for the installation of Modular Glazed Systems to meet the job specification	3.1 Describe in detail how to prepare 3 different types of the aperture/kerb for installation			
	3.2 Describe three typical problems that could occur during aperture/kerb preparation			
	3.3 Explain how to overcome the problems described			
4. Know how to ensure the compatibility of materials against specification to meet industry standards	4.1 Describe what checks to make on the compatibility of Modular Glazing System before installation			
	4.2 Describe three problems that could occur with the compatibility of materials			
	4.3 Explain how to overcome the problems described			
5. Know how to prepare and install different types of Modular Glazed systems to meet specification	5.1 Describe how to prepare the frame for two different types of Modular Glazed systems for installation			
	5.2 Describe how to install two different types of Modular Glazed systems from start to finish			
	5.3 Explain three problems that could occur during the installation and explain how these are overcome			
6. Know how to check the system meets the specification and is fully operational after installation	6.1 Describe what checks to make following the installation			
	6.2 Describe three typical problems that could occur following the installation and how to overcome them			

Assessor comments/feedback

J/616/9112	Installation of overhead Modular Glazing	Level 2	9 Credits
OMG2			

The aim of this unit is to provide the candidate with the skills required to install a range of modular glazed systems and components that meet the specification

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to select and identify tools and equipment required to carry out the work to meet specification and following safe working practices	1.1 Identify and select tools and equipment to carry out the installation work			
	1.2 Ensure selected tools and equipment are appropriate and fit for purpose			
	1.3 Ensure lifting and transporting equipment is safe and fit for purpose			
	1.4 Ensure materials are stored safely and appropriately on site			
2. Be able to identify and use access equipment in accordance with legislation and following safe working practices	2.1 Select the appropriate access equipment			
	2.2 Prepare access equipment in line with manufacturers guidance			
	2.3 Ensure access equipment is safe to use to include access equipment provided by others			
	2.4 Follow the Company and manufacturer's guidelines and relevant legislation on use at all times.			
3. Be able to prepare the aperture/kerb for the installation of Modular glazed systems	3.1 Prepare aperture/kerb for the installation of modular glazed systems that could include • EPDM • Flashings • DPC • Framework			
	3.2 Identify and rectify problems with aperture/kerb preparation			
4. Be able to prepare and position Modular glazed systems to meet the specification	4.1 Prepare Modular glazed systems for installation			
	4.2 Position frames within the aperture/ kerb to meet specification			
5. Be able to install and secure Modular glazed systems to meet the specification	5.1 Install Modular Glazed systems to meet the specification			
	5.2 Ensure Modular glazed systems are secured correctly by the specified method			
	5.3 Ensure all glazed units sit square within the installation/ tolerance			
6. Be able to complete the installation to meet the specification	6.1 Complete the installation by • Applying internal and external finishings			
	6.2 Check for ease of operation and use			
	6.3 Ensure information on use and maintenance is made available to user			

Assessor comments/feedback

K/617/3962	Carry out site surveys for Glass Related Activities	Level 3	8 Credits
GRS1			

The aim of this unit is to ensure candidates have the required depth and range of skills and knowledge to carry out a site survey obtain and provide all necessary information to the ensure that the customer's requirements are understood, and that effective accurate information is obtained in line with organisational procedures to produce job specifications

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the type of information that needs to be obtained from and given to the customer in relation to the work being carried out	1.1 Outline the type of information that needs to be obtained from the customer and explain why it is needed			
	1.2 State the information that needs to be given to the customer and explain why this is necessary.			
	1.3 State why having this information is important to the customer			
2. Know how to identify any potential problems with the location where the work is to be carried out and how to overcome them	2.1 Give 3 examples of potential problems that may be present in the location which may affect the work to be carried out			
	2.2 Outline how to overcome the potential problems identified in the answer to 2.1			
3. Know how to ensure the potential work can be carried out to meet customer requirements, codes of practice, regulations and organisational requirements	3.1 Explain how to confirm the required information obtained is in line with customer requirements			
	3.2 State the action to take if the customer's requirements are not able to be fully met			
	3.3 Outline how to ensure the work to be carried out meets organisational requirements			
	3.4 Explain which codes of practice relate to the potential work to be carried out			
	3.5 State which Building Regulations need to be considered when carrying out the site survey and outline what they relate to			
4. Know what measurements, tolerances, location conditions and other information needs to be obtained and recorded.	4.1 Explain the measurements that need to be taken and why they are needed			
	4.2 State why it is important to identify any tolerances that need to be considered relating to the potential work to be carried out			
	4.3 Identify other location information that may need to be identified and why it is needed			
	4.4 Explain how all of this information is recorded and what it is recorded on			
	4.5 State why it is important to record all information accurately and legibly			
5. Know how to identify any potential problems with the features of the building which can influence how measurements are taken	5.1 Give 3 examples of features of the building and how these can affect the measurements being taken			
	5.2 Outline the types of problem relating to taking accurate measurements on difficult parts of the building			
	5.3 State how to minimise any problems that may arise from this type of site survey.			
6. Be able to carry out the site survey and record all relevant information	6.1 Obtain all necessary measurements, tolerances and other required information about the potential work location			
	6.2 Record this information according to company procedures using the specified format to ensure a specification can be completed			
7. Be able to provide the customer with the information they require	7.1 Provide the customer with all of the information they require accurately			
	7.2 Ensure the customer understands the information provided to them			

K/617/3962 GRS1	Carry out site surveys for Glass Related Activities (continued)	Level 3	8 Credits

8. Know what happens with the information obtained during the site survey	8.1 Explain what happens next with the information obtained during the site survey			
	8.2 State the problems that could occur if the information is not processed correctly			
9. Be able to ensure the information obtained is processed and shared according to organisational procedures	9.1 Process all information obtained during the site survey in accordance with organisational procedures			
	9.2 Provide information in the correct format for other people in the organisation who may need it			
	9.3 Ensure all relevant information is received by the appropriate person in the organisation			

Assessor comments/feedback

M/617/3963 GRS2	Produce specifications for Glass Related Activities	Level 3	5 Credits

The aim of this unit is to ensure candidates have the required depth and range of skills and knowledge to be able to produce an accurate specification for the work to be carried out in accordance with organisational requirements.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know how to produce a specification for the work to be carried out to meet organisational requirements	1.1 Explain the information which needs to be included in a specification			
	1.2 Describe the format the information can be supplied in			
	1.3 Outline the organisational procedures for providing the relevant information			
	1.4 Explain how to ensure the information provided is accurate and clear and meets organisational requirements.			
	1.5 Explain who will need to receive a copy of the completed specification			
	1.6 State how the completed specification is stored for future reference			
	1.7 State the possible outcome if the information on the completed specification is not correct and it has not stored correctly			
2. Be able to produce a specification for work to be completed	2.1 Produce a specification in the specified format of the organisation			
	2.2 Check all information included in the specification is accurate and complete and meets organisational and regulation requirements			
	2.3 Provide the completed specification to the appropriate people inside and/or outside of the organisation using the specified process			
	2.4 Store the completed specification for future reference according to organisational procedures			
3. Know the organisational procedures, codes of practice, product requirements and legislation that need to be adhered to when producing a specification.	3.1 Explain organisational procedures that need to be considered when producing a specification and the likely outcome if they are not adhered too			
	3.2 Outline any relevant codes of practice or regulations that need to be followed when producing a specification and the likely outcome if they are not adhered too			
	3.3 Explain how the completed specification complies with all relevant Building Regulations			
	3.4 Describe how product requirements and limitation need to be considered when producing a specification and the likely outcome if they are not adhered too			

Assessor comments/feedback

D/502/9721	Use Access equipment to work at heights	Level 2	4 Credits
PV3			

The aim of this unit is to provide the learner with the knowledge and skills required to work safely at height. The learner will be required to show knowledge of the inspections that need to be carried out, and the problems that can occur with these types of equipment and offer solutions, also the equipment must be used safely and in accordance with manufacturer's and Company guidelines.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know what is meant by "working at heights".	1.1 Define "working at heights".			
	1.2 Explain how the working at heights act affects the work to be carried out.			
2. Know how to find guidance on the legislation that applies to the use of access equipment and working at heights.	2.1 Explain where to find information on the legislation that applies to the use of access equipment for working at heights.			
3. Know how to assess the risks of working at heights and why this is important.	3.1 Explain how to accurately assess the risks of working at heights. State 3 things to consider.			
	3.2 Explain why it is important to carry out a specific risk assessment on working at heights.			
4. Be able to assess the risks of working at heights.	4.1 Carry out an effective risk assessment for working at heights.			
5. Know the different types of access equipment and working platforms for working at heights.	5.1 List three different types of access equipment or working platforms that may be used to work at heights.			
	5.2 Explain the limitations on the use of the equipment listed in 5.1.			
	5.3 Explain what to do when the supplied access equipment is not suitable for the work required.			
6. Know how to inspect the prepared access equipment or working platforms before use and how to deal with any problems identified.	6.1 Explain 3 checks to make on access equipment or working platforms before use.			
	6.2 Explain who can carry out the checks and when they should be made.			
	6.3 State 3 problems that can arise when checking the access equipment or working platforms.			
	6.4 Explain how to deal with each of the 3 problems identified.			
7. Know why it is important to regularly inspect access equipment and working platforms.	7.1 Explain why it is important to regularly check access equipment and working platforms.			
8. Be able to inspect the access equipment before use.	8.1 Carry out all necessary checks before using the access equipment.			

Assessor comments/feedback

D/502/9721	Use Access equipment to work at heights (continued)	Level 2	4 Credits
PV3			

9. Use the equipment in accordance with manufacturer's guidelines, Company procedures and relevant health and safety legislation.	9.1 Gain access to and from the working height in accordance with manufacturer and Company guidelines.			
	9.2 Ensure any materials and components are lifted and placed in, on or around the access equipment in a safe, effective manner.			
	9.3 Ensure any materials and components are removed from the access equipment in a safe effective manner.			
	9.4 Follow the Company and manufacturer's guidelines and relevant legislation on health and safety throughout the use of the equipment.			

Assessor comments/feedback

Notes

Notes

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