SVQ Glazing at SCQF Level 6

Qualification Reference Number
GT3C 46

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PERSONAL COMPETENCE SUMMARY

Name		Company/Centre				
Job Title		GQA Registration Number				

Unit Number	Title	Level	Credit Value	Assessor Signature		Date
Mandatory Units (All must be completed)						
GQAGLA10	Promote and maintain health and safety in the installation working environment	6	5			
GQAGLA12	Resolve technical problems at glazing sites	6	7			
GQAGLA7	Install glass into routine glazing systems	5	8			
Optional units - a minimum of 3 optional units must be completed						

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

Observation in the workplace		Simulation(s)	
Oral assessment of knowledge		Work records	
Written work/assignment		Photographs/Video	
Witness statement(s)		Audio	
Testimonial(s)		Products	
Other (please state)			

	Name and Signature	Date	Candidate ID Photograph
Candidate			
Lead Assessor			
Internal Verifier			
EQA			

Introduction to the Qualification

Who is this Qualification for?

This qualification is aimed at those who work as glaziers, installing glass into frames (e.g. windows, doors), and those who work to maintain glazing installations (usually windows and doors). The standards cover the most important aspects of the job.

This qualification is at Level 6, and should be taken by those who are experienced, capable of dealing with a wide range of problems, including working with complex glazing installations. Candidates may often take a supervisory role in relation to inexperienced workers. They will also work closely with customers and have well-developed customer service skills. A further qualification for glazing at Level 5 is also available. In addition, there are qualifications for those who install replacement glass supporting frames and units.

Candidates for this qualification will be assessed in the context of Glazing Installation or Glazing Maintenance. Candidates for this qualification will primarily be:

• Working on customer premises
• Maintaining supporting frames and units• Installing glass into supporting frames and units

Candidates could have jobs entitled:
• Glazier
• Fitter
• Installer
• Glazing Systems Maintainer

What is required from candidates?

Candidates should achieve all 3 mandatory units listed below, plus 3 of the optional units.

Mandatory Units			
Unit Number	**Title**	**Level**	**Credit**
GQAGLA10	Promote and maintain health and safety in the installation working environment	6	7
GQAGLA12	Resolve technical problems at glazing sites	6	7
GQAGLA7	Install glass into routine glazing systems	5	8
Optional Units (a minimum of 3 optional units must be completed)			
GQAGLA9	Maintain glazing systems	6	8
GQAGLA11	Lead the glazing team on site	6	6
GQAGLA14	Apply window film/graphics to glass in situ	6	8
GQAGLA15	Install Fire Resistant Glazing	6	4
GQAGLA17	Install glass and glazing products to specialist installations	6	7
GQAGLA18	Install replacement glass within curtain walling systems	6	6
GQAGLA13	Cut glass in non-routine shapes	6	8
GQAGLA29	Restore glass surface in situ	6	8
PROGLAZE27	Glaze domestic in nature installations	5	8

Assessment Guidance:

Evidence should show that the candidate can cover the scope of performance outlined for each relevant unit being undertaken by the candidate.

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 through performance or by responding to questions.

Potential sources of evidence:

The main source of evidence for each unit will be observation of performance. This can be supplemented by the following types of physical or documentary evidence:

- Accident book
- Correspondence/discussion with customer
- Customer feedback
- Damage and defect reports
- Delivery records
- Equipment used
- Inspection reports

- Audio/photographic/video
- Safety records
- Telephone logs
- Installation activity
- Witness testimony
- Notes and memos
- Organisational reporting systems

Examples of Evidence:
- Glazing activities (inc. Glass cutting, handling, transporting)
- Damage/Defect reports
- Glass types (e.g. flat, laminated, patterned, wires etc.)
- Protective materials (inc. Heavy duty safety film, laminated safety glass, self-adhesive heavy duty film, wooden boards)
- Materials (inc. Consumables, fixings, glass, infill panels)
- Information systems, manual or electronic
- Demonstration pieces
- Resources (inc. People, time, materials, equipment, energy)
- Equipment (inc. Personal protective equipment, manual and power tools)
- Emergency procedures (inc. Responding to alarms, using firefighting equipment, isolating power and/or fuel supplies)

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. This document complements the appropriate SSC Assessment Strategy linked to this qualification.

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 EQA national 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 EQAs 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

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.

SVQ Candidate Declaration

Candidate Name………………………………………………………………………………………..

Centre/Company Name…………………………………………………………………………..

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

I acknowledge receipt of this copy of the GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the NVQ/SVQ. 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 understand that all evidence should be produced by me or be directly attributable to me.

I have been informed of the appeals system and have been issued with a copy of the appeals procedure, 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/centre Equal Opportunities Policy.

Candidate Signature ……………………………………………………………….………..

Date ……………………………………………………………………………….........

Production/Process Activity Guideline

To aid new or established workers, a centre may wish to describe a normal holistic production/process activity relevant to the achievement of the national vocational qualification and identify which units 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

GQAGLA10	Promote and maintain health and safety in the installation working environment *(Level 6 – Credits 7)*

Overview

This standard covers the broad requirements of health and safety within the onsite glazing environment. It covers the need to follow health and safety guidelines and ensuring that the work area is free from hazards. In the event of emergencies, glaziers are expected to ensure that medical assistance is summoned and that the emergency services are called where necessary.

This standard is for you if you carry out glazing work on site.

Performance Criteria

You must be able to:

1. follow the regulations and guidelines for health and safety protection at all times
2. assess any risks to the health and safety of self and others following safe working practices and take action following standard operating procedures
3. identify any health and safety hazards and take action to prevent harm to individuals and give priority to the prevention of injury to people over damage to property
4. adopt safe working practices, and use and maintain safety equipment and personal protective equipment following safe working practices
5. follow manufacturers' and other relevant instructions and training relating to the safe use of installation equipment and materials
6. inform visitors to the work area of health and safety procedures, and help minimise unauthorised access to hazardous areas
7. monitor colleagues to confirm they comply with health and safety requirements

Knowledge and understanding

You need to know and understand:

1. relevant health and safety regulations and guidelines
2. how to obtain current information on health and safety regulations and guidelines
3. duties of employers and employees in relation to health and safety
4. how, when and why to undertake risk assessments
5. who should be informed of health and safety hazards and when and how to do so
6. how to identify safe and unsafe working practices
7. types of safety equipment and personal protective equipment that should be used in different situations
8. who is authorised to enter dangerous areas
9. types of accidents and emergencies that could occur and how to minimise the risks
10. organisational procedures for responding to accidents and emergencies
11. how to summon medical assistance and alert the emergency
12. services, and information to be provided
13. evacuation procedures for workers and visitors, and where people should gather
14. incident reporting procedures

Assessor Comments/Feedback

GQAGLA12	Resolve technical problems at glazing sites *(Level 6 – Credits 7)*

Overview

This standard covers the need to resolve technical problems with glazing work. Glaziers are expected to use their experience and knowledge to identify technical problems and propose solutions for them. This standard is for you if you are involved in rectifying glass or glass related technical problems on site. The problems could be due to incorrect fitment or faulty/incorrect materials

Performance Criteria
You must be able to:

1. check health and safety requirements, and relevant statutory and industry regulations, are complied with at all times
2. investigate any indications of a technical problem with glazing work or glazing equipment following standard operating procedures
3. identify possible causes of the technical problem using appropriate problem-solving methods
4. identify possible variations in main characteristics and features of glazing materials used that could be the cause of technical problems and obtain specifications for them
5. assess glazing materials for variations in quality following standard operating procedures
6. identify causes of technical problem and possible solutions following standard operating procedures
7. inform relevant people of the reasons for technical problems, suggested solutions and consequences of not acting to solve problems following standard operating procedures
8. resolve technical problems following safe working practices
9. record information in the appropriate information systems

Knowledge and understanding
You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. types of technical problems that can occur with different types of glazing work or equipment
3. likely causes of different types of technical problems
4. possible consequences of not rectifying different types of technical problems
5. methods for identifying causes of technical problems
6. methods available for resolving different technical problems
7. how and why to monitor problems have been fully resolved
8. who should be informed of technical problems and solutions
9. how to use information gained to minimise the risk of technical problems recurring
10. possible sources of external support and advice when unable to resolve problems
11. who can authorise the provision of external support
12. possible consequences of obtaining external advice or resource to resolve problems
13. information recorded, how and why this is recorded and how the information can be used

Assessor Comments/Feedback

GQAGLA7	Install glass into routine glazing systems *(Level 5 – Credits 8)*

Overview

This standard covers the installation of glass into glazing systems. The glass has to be installed correctly according to the type of installation, glass and glazing system. The glazier will have to use the correct glazing materials and then ensure the glazing installation is ready for use. Finally, the glazier will need to check the work, respond to customers' enquiries and dispose of unwanted materials.

This standard is for you if you install glass on site.

Performance Criteria
You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. select glazing equipment and methods for installing glass to meet specifications
3. select type, quantity, and quality of glass and ancillaries to meet specifications
4. install glazing materials following safe working practices to meet job specifications
5. check that drainage holes are clear and functioning using standard operating procedures
6. check glazing installations are weatherproof to meet specifications
7. check glazing work carried out meets specifications and complies with all current, relevant legislation
8. remove all unwanted glazing materials from work sites following standard operating procedures

Knowledge and understanding
You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. glazing equipment and glazing methods used for installing specific types, shapes, and sizes of glass
3. methods for fixing glass securely into glazing systems
4. materials for weatherproofing different types of glazing installation
5. why it is important to leave drainage holes clear and functioning
6. how to undertake final inspections of glazing work
7. types of questions are asked by customers
8. how to dispose of glazing materials safely, including re-use, recycling and disposal following safe working practices
9. types of problems that can occur during and after the installation of glass and how to minimise the impact and prevent reoccurrence
10. information systems available and when, how and why to record information

Assessor Comments/Feedback

GQAGLA9	Maintain glazing systems *(Level 6 – Credits 8)*

Overview

This standard is concerned with maintenance to glazing systems, including components such as sashes, hinges, locks and handles. The candidate needs to be able to dismantle the glazing installation to get to the glazing system in order to undertake the maintenance.

Maintenance, including repairs to the glazing components can then be undertaken, they must utilise the right materials and meet all requirements. The glazing system then has to be reassembled and checked to ensure to check it is functioning correctly This standard is for you if you carry out on site maintenance and/or repairs to glazing systems.

Performance Criteria
You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. confirm maintenance requirements and ensure that sites and installations are prepared following standard operating procedures
3. transport and handle required tools and materials following safe working practices during maintenance work
4. remove fixtures, fittings and other materials to carry out the maintenance work ensuring any required for refitting are stored/labelled to allow effective refitting
5. identify and select materials and components that are fit for purpose and suitable for the maintenance work
6. carry out maintenance work following safe working practices
7. check and confirm that materials and components function correctly, after maintenance and the glazing system meets customer requirements
8. replace any fixtures and fittings removed during maintenance work following standard operating procedures
9. record information on maintenance work in the appropriate information systems

Knowledge and understanding
You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. methods for identifying maintenance work required
3. how to prepare sites for maintenance
4. methods for transporting and handling different types of materials
5. types of materials/equipment/methods used for specific types of glazing maintenance
6. what should or should not be removed from glazing systems, and how to remove them
7. benefits of labelling any fixtures and fittings removed
8. types of dangerous materials that could be discovered and standard operating the procedures for dealing with them
9. types of problems that can occur during maintenance, and the standard operating procedures for dealing with them
10. how to confirm maintenance work has been completed fully and meets customer requirements
11. how to deal with situations where the maintenance work cannot be completed
12. information systems should be used, and why it is important to record information of maintenance work

Assessor Comments/Feedback

GQAGLA11	Lead the glazing team on site *(Level 6 – Credits 6)*

Overview

This standard covers the need to take the lead in the glazing work. This is concerned with technical leadership that is leading through experience and knowledge and can only be undertaken by someone who is an experienced glazier with extensive knowledge and good communication skills.

This standard is for you if you organise and supervise a glazing team on site. You may or may not also be involved with the actual glazing or may just control the installation work on site.

Performance Criteria

You must be able to:

1. check and confirm that health and safety requirements, and relevant statutory and industry regulations, are complied with at all times by self and colleagues
2. identify glazing work to be completed to meet specifications
3. determine resources required to meet specifications
4. check and confirm people undertaking glazing work are aware of their roles and are competent to carry out the work
5. devise schedules of work that are achievable, and provide information to all relevant people
6. check suitable quantities of glazing materials are available and used to meet specifications
7. confirm surplus materials are salvaged for further use following standard operating procedures
8. check glazing equipment is used and maintained following safe working practices and manufacturers' instructions
9. carry out requests from colleagues without holding up the course of the work, and provide accurate and complete information to colleagues when they need it
10. monitor progress of glazing work and the use of glazing materials and resources and amend schedules following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. how to identify and confirm glazing work required
3. how to determine resources required for different types of glazing installation, and how they should be sequenced
4. how to confirm whether people are competent, and the potential consequences of working beyond one's own level of competence
5. potential sources of waste and how to minimise waste
6. how different types of equipment should be used and maintained
7. why it is important to be responsive to the needs of colleagues
8. why it is important to treat people and their property in a way that maintains good working relationships
9. how to use equipment following safe working practices including stop and start procedures, checks to make, storage, and maintenance
10. types of problems that could occur when leading a team and how to deal with them, including technical and non-technical matters
11. information systems used, and why it is important to record information

Assessor Comments/Feedback

GQAGLA14	Apply window film/graphics to glass in situ *(Level 6 – Credits 8)*

Overview

This standard covers the application of window film to glazing installations by using a number of processes and other more specialised product-related treatments. Glaziers need to demonstrate their ability to apply film to the glass and then finish the application with the appropriate processes.

This standard is for you if you apply window film and/or graphics to glass or glazing on site.

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. identify and confirm the job specification
3. confirm that the window film/graphic meets the job specification and is fit for purpose and compliant with the glass and other materials 4 select suitable equipment and methods for applying window film/graphics to the glass
4. prepare materials following safe working practices
5. check and confirm the glass is cleaned thoroughly before the application of the window film/graphics
6. cut and splice window film/graphics to the appropriate size
7. apply window film/graphics according to manufacturer's requirements and specifications and following safe working practices
8. check application of the window film/graphics to ensure it meets the job specification
9. finish the application of window film/graphics by using the appropriate methods and materials following safe working practices
10. check that glass is left in a suitable condition
11. record information on the application of the film/graphics in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. reasons window film/graphics are used
3. methods for preparing the site and installation for the application of window film/graphics
4. types of window film/graphics that are suitable for different types of glazing installation/application
5. tools, equipment, consumables and methods used for applying window film/graphics to glass
6. how to check that the window film/graphics are applied correctly
7. finishing methods for different types of window film/graphic
8. types of problems that can occur during and after the application, and how to minimise the possibility of these occurring
9. information systems in use and how and why to record information

Assessor Comments/Feedback

GQAGLA15	Install Fire Resistant Glazing *(Level 6 – Credits 4)*

Overview

This standard covers the glazing of fire resistant glazing installations. The glazier will have to use the correct glazing materials and then check and confirm that the fire resistant glazing installation is ready for use or further work. Finally the glazier will need to check the work, respond to customer enquiries and dispose of unwanted materials. This standard is for you if you install Fire Resistant Glazing

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. identify and select glazing equipment and glazing methods for installing fire resistant glazing
3. confirm glazing requirements of customer and confirm sites, glazing materials, and installation are prepared correctly
4. transport and handle glazing materials following safe working practices
5. select type, quantity, and quality of glass and materials to meet specifications
6. glaze all required material to meet specifications following safe working practices
7. confirm fits to meet specifications
8. check components are clear and functioning to meet specifications
9. check glazing work carried out meets job specifications
10. remove all unwanted glazing materials from work sites following standard operating procedures
11. record information on the glazing of fire resistant glazing installations in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. methods for transporting and handling different types of materials
3. glazing equipment and glazing methods used for glazing specific types, shapes, and sizes of fire resistant glazing installations
4. methods for fixing glass into fire resistant glazing installations
5. why it is important to ensure that components are clear and functioning
6. how to undertake final inspections of glazing work
7. types of questions asked by customers
8. how to dispose of unwanted materials following safe working practices
9. types of problems can occur during and after the glazing of fire resistant glazing installations, and the standard operating procedures for dealing with them
10. information systems used, and why it is important to record information

Assessor Comments/Feedback

GQAGLA17	**Install glass and glazing products to specialist installations** *(Level 6 – Credits 7)*

Overview

This standard covers the installation of glass and glazing products into specialist installation sites and environments. It may be the type of glass or glazing product or the characteristics/features of the glazing site that define the work as specialist. The glass and glazing products have to be installed safely and correctly using the appropriate type, quantity and quality of materials, equipment and techniques to meet the job specification and to comply with any relevant legislation or regulations. The glazier will also need to check the work, respond to customers' enquiries and dispose of unwanted materials in accordance with safe working practices and relevant legislation.

This standard is for you if you are involved in the installation of glass and glazing products into specialist installation sites or environments

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. select glazing equipment and glazing methods to meet specifications
3. confirm requirements with customers following standard operating procedures
4. check sites, glazing materials and installation are prepared following standard operating procedures
5. transport and handle glazing materials following standard operating procedures
6. select type, quantity and quality of glass to meet specifications
7. glaze materials to meet specifications following safe working practices
8. confirm glass and glazing products fit to meet specifications
9. check components are clear and functioning to meet specifications
10. check completed work meets specifications and complies with all current relevant legislation and regulations
11. remove unwanted glazing materials from sites following standard operating procedures
12. record information on the specialist glazing installation using the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with for the specialist installation work
2. methods for checking and preparing sites
3. methods for transporting and handling different types of specialist glazing materials
4. glazing equipment and glazing methods used for specialist glazing work
5. methods for fixing the glass and glazing products securely
6. why it is important to ensure that components are clear and functioning
7. how to undertake final inspections of specialist glazing work
8. types of questions that are asked by customers and how to answer them
9. how to handle surplus/unwanted glass and glazing materials safely, including re-use, recycling and disposal
10. types of problems that can occur during and after the specialist glazing work and the standard operating procedures for dealing with them
11. information systems used, and why it is important to record information

Assessor Comments/Feedback

GQAGLA18	**Install replacement glass within curtain walling systems** *(Level 6 – Credits 6)*

Overview

This standard covers the glazing of glass curtain wall systems, including screen wall systems. The glass has to be glazed into the curtain wall system correctly. The glazier will have to use the correct glazing materials and then ensure the curtain wall system is ready for use or further work. Finally the glazier will need to check the work, respond to the customer's enquiries and dispose of unwanted materials This standard is for you if you install glass or glass panels into facades or curtain walling on site

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. identify and select glazing equipment and glazing methods to meet job specifications
3. confirm glazing requirements with customers following standard operating procedures
4. check sites, glazing materials and installation are prepared to meet specifications following safe working practices
5. transport and handle glazing materials following standard operating procedures
6. select type, quantity, and quality of glass to meet job specifications
7. glaze curtain wall systems to provide weatherproof installations to meet specifications following safe working practices
8. confirm glass fits to meet specifications
9. check components are clear and functioning to meet specifications
10. check glazing work carried out meets specifications and current, relevant legislation
11. remove unwanted materials from worksites and dispose of these in accordance with safe working practices ensuring materials can be recycled/reused following standard operating procedures
12. record information on the glazing of the curtain wall system in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. methods for preparing sites and installations
3. methods for transporting and handling different types of glazing materials
4. glazing equipment, methods and materials for glazing specific types ,shapes, and sizes of curtain wall systems
5. methods for fixing glass securely into curtain wall systems
6. why it is important to ensure components are clear and functioning
7. how to undertake final inspections of glazing work
8. types of questions asked by customers
9. how to dispose of glazing materials following safe working practices
10. types of problems that can occur during and after glazing curtain wall systems, and how to deal with them
11. information systems available and how and why to record information

Assessor Comments/Feedback

GQAGLA13	Cut glass in non-routine shapes *(Level 6 – Credits 8)*

Overview

This standard covers the skills and knowledge needed to cut to cut different types of glass to achieve complex shapes and features. The glass must be cut to meet the required specification, minimising waste and following safe working practices. This includes identifying appropriate equipment, methods and location/environment, an awareness of how to deal with problems that can occur and how to complete information records.

You should be able to cut two of the following types of glass:

- laminated
- deep patterned
- Georgian wired
- mirror

You should be able to cut at least one of the following:

- curved shapes
- holes
- using a template

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. identify and confirm specifications for the size, shape and type of glass being cut
3. locate and select the correct type, quantity, and quality of glass for cutting shapes to meet specifications
4. identify location and area for cutting following standard operating procedures
5. select suitable cutting equipment and methods for cutting glass to meet specifications
6. transport and handle glass to cutting area following safe working practices
7. position and manoeuvre glass following safe working practices
8. cut glass to meet specifications following safe working practices and minimising waste
9. check glass after cutting meets specifications
10. identify any problems and deal with them according to standard operating procedures
11. record information on the glass cutting in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. how to obtain and confirm specifications
3. glazing equipment and methods used for cutting specific types, shapes, and sizes of glass
4. requirements of locations for glass cutting
5. how to handle, manoeuvre and position glass in preparation for cutting
6. how to plan the use of glass to minimise wastage
7. how to prepare the equipment and area for glass cutting
8. how to cut different shapes, sizes, and types of glass
9. types of problems that can occur during and after the cutting of glass, and how to prevent them
10. information systems used, and how and why to record information

Assessor Comments/Feedback

GQAGLA29	Restore glass surface in situ *(Level 6 – Credits 8)*

Overview

This standard is about in situ glass surface restoration work, and includes assessing the damage on the glass surface, such as scratches and graffiti. It also requires preparation and set up of the equipment correctly, restoring the damaged part of the surface and polishing to the required standard.

This standard is for you if you carry out surface damage restoration work to glass and glazing installations on site.

Performance Criteria

You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. assess damage to glass and the feasibility of repairs following standard operating procedures
3. locate and select type, quantity, and quality of materials and equipment to meet specifications
4. transport and handle materials following safe working practices
5. isolate and protect working areas and surrounding environment following safe working practices
6. carry out surface checks prior to starting work following standard operating procedures
7. select materials and equipment for restoration work to meet specifications
8. carry out restoration work following safe working practices
9. check completed work meets specifications
10. remove unwanted materials from worksites and dispose of, recycle, reuse following current legislation and safe working practices
11. record information of restoration work in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. how to assess viability of restorations and potential for successful completion
3. materials, consumables and equipment used for different types of glass restoration work
4. methods for transporting and handling different types of materials and equipment
5. how to protect work areas and why this is important
6. how to prepare surfaces, materials and equipment
7. how to carry out restoration work for different types of damage
8. how to undertake final inspections of completed work
9. types of questions asked by customers
10. how to dispose of unwanted materials in accordance with current legislation and following safe working practices
11. types of problems that can occur with glass surface restoration work and how to deal with them
12. information systems available and why and how to record information

Assessor Comments/Feedback

PROGLAZE27 GLA27	Glaze domestic in nature installations *(Level 5 – Credits 8)*

Overview

This standard covers the glazing of installations which are domestic in nature. The glass has to be glazed into the installation which is domestic in nature correctly. The glazier will have to use the correct glazing materials and then ensure the installation which is domestic in nature is ready for use or further work. Finally, the glazier will need to check the work, respond to customer enquiries and dispose of unwanted materials.

Performance Criteria
You must be able to:

1. comply with health and safety requirements, and relevant statutory and industry regulations, at all times
2. select suitable glazing equipment and glazing methods for glazing the installation which is domestic in nature
3. confirm the glazing requirements of the customer and ensure that the site, glazing materials and installation are prepared correctly
4. transport and handle glazing materials correctly during the glazing of the glass installation which is domestic in nature
5. select the correct type, quantity and quality of glass for glazing into the installation which is domestic in nature
6. glaze all required glazing materials correctly and securely into the installation which Is domestic in nature, according to the specification
7. confirm the glass fits correctly according to the specification
8. ensure any components are clear and functioning
9. check the glazing work that has been carried out meets all agreed glazing requirements
10. answer in sufficient detail the customer's questions concerning the completion of the glazing work
11. remove all unwanted glazing materials not required by the customer from the site of work
12. record information on the glazing of the installation which is domestic in nature, in the appropriate information systems

Knowledge and understanding
You need to know and understand:

1. what are the relevant health and safety requirements, and statutory and industry regulations, that have to be complied with
2. what are the methods for preparing the site and installation for maintenance
3. what are the methods for transporting and handling different types of glazing materials
4. What glazing equipment and glazing methods should be used for glazing specific types, shapes and sizes of installation which is domestic in nature
5. What are the correct methods for fixing glass securely into installation which is domestic in nature
6. Why is it important to ensure that components are clear and functioning
7. How to undertake a final inspection of the glazing work
8. What type of questions are asked by customers
9. How to dispose of glazing materials safely
10. What type of problems can occur during and after the glazing of installation which is domestic in nature, and what are the standard operating procedures for dealing with them
11. What information systems should be used, and why is it important to record information

Assessor Comments/Feedback

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