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SVQ in Glazing at SCQF Level 5

**Qualification Reference Number**  
GT3A 45

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# PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

Unit Number	Title	Level	Credit Value	Assessor Signature	Date
<b>Mandatory Units (All must be completed)</b>					
GQAGLA1	Maintain health and safety within the glazing environment	5	7		
GQAGLA2	Contribute to the work of the glazing team	5	5		
GQAGLA3	Confirm glazing requirements	5	7		
GQAGLA4	Transport and handle glazing materials	5	6		
GQAGLA7	Install glass into glazing systems	5	8		
Installation pathway - Candidates must complete a minimum of 1 unit if this pathway selected					
Maintenance pathway - Candidates must complete this unit if this pathway selected					

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		
Lead Assessor		
Internal Verifier		
EQA		

Candidate ID  
Photograph

# 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 installation (usually windows and doors). The standards cover the most important aspects of the job. This qualification is at Level 5, and should be taken by those who are fully trained to deal with routine assignments. Candidates should require minimum supervision in undertaking the job.

The 2 pathways allow candidates to be assessed and prove competence in Glazing Installation (Pathway 1) and/or Glazing maintenance (Pathway 2).

A further qualification for glazing at Level 6 is available, and there are qualifications for those who install replacement glass supporting frames and units.

Candidates for this qualification will primarily be:

- Working on customer's premises
- Maintaining supporting frames and units
- Installing glass into supporting frames and units

Candidates are likely to have job entitled:

- Glazier
- Fitter
- Installer
- Glazing Systems Maintainer

What is required from candidates?

Candidates should achieve all 5 mandatory units listed below, plus a minimum of 1 unit from their selected Pathway. N.b. Candidates can complete both Pathways if this is appropriate.

Candidates should prove that they can achieve all the statements listed from each element. Guidance on the evidence that will be acceptable is contained in the introduction to each unit.

<b>Mandatory Units (All must be completed)</b>					
GQAGLA1	Maintain health and safety within the glazing environment	5	7		
GQAGLA2	Contribute to the work of the glazing team	5	5		
GQAGLA3	Confirm glazing requirements	5	7		
GQAGLA4	Transport and handle glazing materials	5	6		
GQAGLA7	Install glass into glazing systems	5	8		
<b>Installation pathway - Candidates must complete a minimum of 1 unit if this pathway selected</b>					
GQAGLA26	Make safe damaged glass installation on site	5	5		
GQAGLA8	Cut glass for glazing	5	8		
<b>Maintenance pathway - Candidates must complete this unit if this pathway selected</b>					
GQAGLA9	Maintain glazing systems	6	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 .....



**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 relevant legislation, regulations and guidelines for health and safety protection and accident prevention at all times
- 2 assess any risks to the health and safety of self and others and act accordingly following standard operating procedures
- 3 adopt safe working practices, and use safety equipment and personal protective equipment following standard operating procedures
- 4 use glazing equipment and glazing materials when carrying out all activities in accordance with manufacturer's guidance and other relevant instructions and training
- 5 inform visitors to work areas of health and safety procedures, and help minimise occurrences of unauthorised access to hazardous areas
- 6 communicate and take action to prevent harm to individuals, and give priority to the prevention of injury to people over damage to property

**Knowledge and understanding**

You need to know and understand:

- 1 relevant health and safety legislation, regulations and guidelines
- 2 how and when to undertake risk assessments and why these are important
- 3 who should be informed of health and safety hazards
- 4 safe and unsafe working practices
- 5 types of safety equipment and personal protective equipment and when and how these should be used in different situations
- 6 who is authorised to enter dangerous areas
- 7 types of accidents and emergencies that could occur
- 8 organisational procedures for responding to accidents and emergencies
- 9 how to summon medical assistance and alert the emergency services, and types of information to be provided
- 10 evacuation procedures for workers and visitors, to include emergency assembly points
- 11 incident reporting procedures

**Assessor comments/feedback**

**Overview**

This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. The glazier needs to respond to requests from glazing team members and provide information to assist the team. Good working relationships need to be developed and maintained, especially with colleagues, but also importantly with customers. Resources, equipment and materials all have to be used efficiently and wastage minimised. Glaziers should also not do things for which they are not trained, but should suggest improvements to work activities where possible.

This standard is for you if you work as part of a team to carry out glazing activities 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 carry out requests and provide information within appropriate timescales to allow effective working practice
- 3 provide information ensure it is accurate and contains sufficient detail to meet requirements
- 4 treat people and their property in a way that maintains good working relationships
- 5 check and confirm work activities are undertaken within one's own competence and seek assistance/advice where appropriate

**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 provide information to colleagues, and why it is important that it is correct
- 3 how to develop good working relationships with colleagues and customers and the benefits this can bring
- 4 potential consequences of working beyond one's own level of competence
- 5 who should be informed of problems in working relationships
- 6 types of problems that could occur when working in a glazing team, and the professional way to deal with them

***Assessor comments/feedback***

**Overview**

This standard covers the confirmation of the work and preparation of the equipment, materials and the site for glazing work. The glazier has to ensure the equipment and materials are available, fit for purpose and safe to use. The site has to be prepared and all unwanted existing glazing materials removed.

This standard is for you if you are involved with on site glazing work either alone or as part of a team

**Performance criteria**

You must be able to:

- 1 comply with relevant health and safety requirements, and statutory and industry regulations
- 2 locate and review job specifications and confirm the materials, methods and required timescales for the glazing work
- 3 identify work areas following standard operating procedures
- 4 check all appropriate steps are taken to minimise the risk to others by restricting access
- 5 protect areas exposed to debris with appropriate protective coverings
- 6 check all glazing equipment and access equipment is fit for purpose and prepared following safe working practices
- 7 identify any fixtures and fittings that can restrict the glazing work and ensure they are removed and labeled/stored in a way that allows effective re-installation
- 8 obtain and confirm measurements and other information to meet specifications
- 9 remove unwanted glazing materials from the glazing system following safe working practices and causing minimum damage to the surrounding structure
- 10 dispose of unwanted glazing materials following safe working practices and deal with waste materials 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 what method statements are, the type of information contained in them and why and how to use them
- 3 permits to work required for different types of installations
- 4 glazing equipment and access equipment used for different work activities
- 5 characteristics and features of work sites that could cause difficulties in delivering glazing work
- 6 how to prepare ground and floor surfaces, and how they are affected by the access equipment
- 7 what should be removed from glazing systems, the order of removal and how to remove them
- 8 how to dispose of removed/unwanted glazing materials and how to deal with different types of materials following safe working practices
- 9 types of problems that can occur during the preparation of glazing sites and how to minimise the impact of these and how to prevent reoccurrence

**Assessor comments/feedback**

**Overview**

This standard covers the handling, movement and transportation to site of glazing materials. The required type and quantity of glazing materials have to be located and then transported so that they arrive at the location of the glazing installation in good order. They have to be identified and stored on site in a safe manner that allows for effective working practices.

This standard is for you if you are involved with the storage and movement of glass and glass related products

**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 materials required to meet job specifications
- 3 load glazing materials in a way that minimises risks of damage and allows efficient delivery
- 4 transport glazing materials by using suitable transportation methods to locations according to the agreed schedules
- 5 handle glazing materials using methods to prevent damage to the glazing materials and the surrounding environment
- 6 position and store glazing materials minimising the risk of damage, 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 storage locations of glazing materials
- 3 different types of glazing materials transported and handled
- 4 how to confirm glazing materials selected meet specifications
- 5 how to identify methods and equipment used for different types of glazing materials
- 6 types of damage that can occur as a result of incorrect handling and movement of glazing materials
- 7 types of problems that can occur during the transportation and handling of glazing materials, and how to minimise the impact of these problems
- 8 how to minimise the risk of problems reoccurring
- 9 information systems used, and why it is important to record information

**Assessor comments/feedback**

**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**

**Overview**

This standard is concerned with making safe any glass that has been damaged, usually as a result of emergency situations, such as accidents, vandalism or burglary. The glazier needs to be able to assess the situation and determine what type of protection is suitable for the type of damage and the type of glazing installation. The glazier then has to install protective materials to ensure that further damage is minimised and that permanent repairs could be undertaken

This standard is for you if you carry out temporary repairs to glazing on site, often required as a result of accidental damage or vandalism, this work could be carried out at any time of day or night.

**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 requirements of customers and confirm them with the relevant people following standard operating procedures
- 3 identify type and extent of damage to glazing installations following standard operating procedures
- 4 identify structural characteristics and features of sites that affect the selection and installation of protective materials
- 5 assess feasibility and time required to install protective materials following standard operating procedures
- 6 identify type and amount of protective materials required to make the damaged glass installation safe and protect the premises
- 7 remove unwanted glazing materials following safe working practices
- 8 fix protective materials securely to appropriate structural supports following standard operating procedures
- 9 check access to premises is secured following standard operating procedures
- 10 minimise risks of others being affected until repairs are complete
- 11 record information on the emergency glazing 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 who can authorise emergency glazing work
- 3 characteristics and features of site that can affect emergency glazing work, and how and why
- 4 structural conditions that can affect the way the emergency glazing work is carried out
- 5 how to dispose of glazing materials following safe working practices
- 6 methods for installing different types of protective materials following safe working practices
- 7 how to identify and select appropriate protective materials for different types of damage to different glazing installations
- 8 types of problems can occur during emergency glazing work, and how to deal with them following standard operating procedures
- 9 when and why other trades may be required to assist with the work
- 10 information systems available, what should be recorded and why

**Assessor comments/feedback**

**Overview**

This standard covers the cutting of glass. The glass has to be cut at the site of the glazing installation or in the workshop in order to show that the glazier can meet the requirements of the glazing installation. The glazier has to handle and manoeuvre the glass following safe working practices. The glass must be cut accurately and in a way that minimises waste. This standard is for you if you cut glass on site or in the workshop that will be used for glazing work

**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 specifications for the type of glass being cut
- 3 select the correct type, quantity, and quality of glass for cutting, minimising waste
- 4 identify suitable cutting equipment and methods for cutting the required type, size, and shape of glass
- 5 identify a suitable working environment and area for cutting the glass
- 6 handle and manoeuvre the glass to the cutting location following safe working practices
- 7 cut glass to the required specifications using equipment and methods following safe working practices
- 8 check glass after cutting to ensure it meets the specification
- 9 record information on 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 the specifications for the glass being cut
- 3 what glazing equipment and methods should be used for cutting specific types, shapes, and sizes of glass
- 4 how to identify a suitable location for cutting glass
- 5 methods for handling and manoeuvring the glass
- 6 how to plan the use of glass to minimise wastage
- 7 how to cut different shapes, sizes, and types of glass
- 8 types of problems can occur during and after cutting glass, and how to minimise the possibility of reoccurrence
- 9 what information systems should be used, and how and why it is important to record information

**Assessor comments/feedback**

**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**

# ***Notes***

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