SVQ in Glass Processing at SCQF Level 5

Qualification Reference Number

GT4X 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
Mandatory Units					
GQAFSB1	Maintain health and safety in the workplace	5	4		
PROGEN02	Communicating and working with others	5	4		
PROGEN09	Locate, handle and position materials or components	5	6		
PROGEN07	Check the quality of products in a process and manufacturing working environment	5	7		
PROGP15	Store products and materials in glass processing	4	4		
Group A - Candidates must take 4 units					

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 Signatures	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 undertake work to produce products from glass and related materials in the glass processing sector. This covers the handling of products throughout the process. Units in this qualification cover cutting, shaping, assembling, and finishing the products, including decoration. It is not expected that glass processors all do the same activities: the qualification is structured to endure that there is a high degree of flexibility in the qualification. The standard covers 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. Other qualifications are available in Glass Manufacturing at Level 5 and Glass Processing at Level 6.

Candidates for this qualification will primarily be:

Working in glass processing operations and working with glass and glass-related materials or semi-finished products Candidates are likely to have job entitled:

- Autoclave Controller
- Craft Glass Worker
- Engrave
- Glass Blower
- Glass Cutter
- Glass Decorator
- Glass Technician
- Glass Painter
- Glass Processor
- Leaded Light Maker
- QA Specialist
- Scientific Glass Blower
- Screen Printer
- Window Film Applicator

What is required from candidates?

Candidates should achieve all 5 mandatory units listed below, plus 4 of the optional units. 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.

Unit Number	Mandatory Units	Level	Credit Value
GQAFSB1	Maintain health and safety in the workplace	5	4
PROGEN02	Communicating and working with others	5	4
PROGEN09	Locate, handle and position materials or components	5	6
PROGEN07	Check the quality of products in a process and manufacturing working environment	5	7
PROGP15	Store products and materials in glass processing	4	4
Group A - Candidates must take 4 units			
PROGP04	Prepare and operate equipment/machinery/tools in glass processing	5	9
PROGP07	Cut glass in glass processing	6	4
PROGP08	Process products and materials by shaping	6	5
PROGP09	Process products and materials by assembly	6	4
PROGP11	Decorate glass products by removing material	6	6
PROGP12	Decorate glass products by applying additional materials	6	4
PROGP01	Process glass products by toughening	5	5
PROGP02	Glass edge sealing	5	3
PROGP03	Package glass products for storage	4	4
PROGP06	Process products and materials by applying heat	6	6
PROGP10	Applying coatings or treatments in glass processing	5	6
PROGP16	Maintain hygiene in glass manufacturing and processing	5	6
PROGP19	Applying coatings or treatments to glass containers	5	4
GQAGP38	Bond UV glass	6	6
GQAGP39	Restore in situ glass surfaces	6	7

Assessment Guidance

Evidence should show that the candidate can cover the scope of performance outlined for each relevant unit consistently over an appropriate period of time.

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
- Notes and memos
- Audio/photographic/video
- Safety records
- Telephone logs
- Installation activity
- Witness testimony
- Simulation of accident or emergency
- Organisational reporting systems

Examples of Evidence:

- Fabrication of windows, doors, conservatories, curtain walling
- Joining of products including welding, fixings
- Materials inc. Components, consumables, substances, products
- Equipment (inc. Personal protective equipment, manual and power tools)
- Applying coatings/treatments, film, toughening, dyeing, painting
- Storing and marking inc. Wrapping, binding, crafting
- Information systems, manual or electronic
- Resources (inc. People, time, materials, equipment, energy)
- Emergency procedures (inc. Responding to alarms, using firefighting equipment, isolating power and/or fuel supplies)
- Job specifications, job history

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:

- Dealing with emergencies
- Dealing with accidents
- Certain pre-approved real time simulators
- 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 EV 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

GQAFSB1	**Maintain health and safety in the workplace** *(Level 5, 4 Credits)*

Overview

What is this standard about?

This standard covers the broad requirements of health and safety in workplaces. It covers the need to follow health and safety guidelines, and ensuring that workplaces are free from hazards and hazardous materials. In the event of emergencies, you are expected to ensure that medical assistance is summoned, and that the emergency services are called where necessary.

Who is this standard for?

This standard is for you if you carry out installation work in a construction related working environment

Performance Criteria – You must be able to:

1. follow the regulations and guidelines for health and safety protection fully at all times
2. review any relevant risk assessments, and identify any health and safety hazards found in the workplace promptly and accurately
3. determine whether it is safe to proceed with the work promptly
4. . adopt a safe system of work, and use safety equipment, access equipment, and personal protective equipment correct-
5. follow manufacturers' and other relevant instructions relating to the safe use of equipment and materials fully 6. inform visitors to the installation site of health and safety procedures promptly and clearly, and prevent unauthorised access to working areas at all times
6. take suitable action to prevent harm to individuals promptly, and give priority to the prevention of injury to people over damage to property
7. respond to accidents and emergencies promptly and correctly by carrying out the procedures specified by the organisation
8. record accidents and emergencies clearly and promptly in the appropriate record systems

Knowledge and understanding - You need to know and understand:

1. the relevant health and safety regulations and guidelines
2. how to identify health and safety hazards
3. what should be included in risk assessments
4. what type of health and safety hazards can be found in different workplaces 5. what is meant by safe systems of work
5. what type of safety equipment, access equipment, and personal protective equipment should be used in different situations
6. who is authorised to enter work areas
7. what type of accidents and emergencies could occur
8. the organisational procedures for responding to accidents and emergencies
9. how to summon medical assistance and alert the emergency services, and what type of information will need to be provided
10. the evacuation procedures for workers and visitors, and where should people gather
11. the incident reporting procedures which may be present in your workplace and/or in your own job
12. who to contact to discuss Health and Safety issues or seek advice

Assessor Comments/Feedback

PROGEN02	**Communicating and Working with Others** *(Level 5, 4 Credits)*

Overview

This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. It is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

Performance Criteria

You must be able to:

1. treat people in a way that maintains good working relationships
2. bring to the attention of colleagues information that might have an immediate effect on their work
3. carry out requests from other people promptly without holding up the course of the work
4. refer requests that cannot be met to an appropriate person
5. make available to others the resources that are required to achieve work activities
6. share information internally and externally using a range of different methods
7. treat people's property with care and respect, and comply with security procedures wherever necessary
8. restrict any adverse impact of your own work on other people
9. provide information to other people as soon as possible after they have requested it
10. ensure information provided to other people is accurate and contains sufficient detail to meet their requirements
11. provide information in a way that is appropriate to the person requesting it

Knowledge & Understanding

You need to know and understand:

1. why it is important to develop good working relationships with colleagues and customers
2. the security procedures for dealing with property
3. who should be informed of problems in working relationships
4. the grievance and disciplinary procedures that are available
5. how to report problems in working relationships that cannot be resolved to an appropriate authority as soon as possible
6. what information systems should be used
7. who needs information, and for what purpose
8. the most appropriate sources for different types of information
9. the procedures for exchanging different types of information
10. why sharing information with colleagues is important
11. the consequences of exchanging inaccurate or incomplete information
12. the types of problems that could occur
13. how different types of problems can be resolved

Assessor Comments/Feedback

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PROGEN09	Locate, Handle and Position Materials or Components (Level 5, 6 Credits)

Overview

This standard covers the locating, handling and positioning of materials or components. You will need to identify what type and quantity of materials or components are required and then locate them. You will have to handle the material or components safely and position them for use in their work activities.

Performance Criteria

You must be able to:

1. confirm the requirements for materials or components
2. identify the correct location for materials or components
3. check that the materials or components match their markings
4. select the appropriate type and quantity of products, materials or components according to the job specification
5. handle materials or components in a way that prevents damage to them and their surrounding environment
6. position materials or components according to standard operating procedures
7. safely handle the products, materials or components using approved handling techniques
8. use handling equipment that is suitable and minimise wear and tear on the equipment
9. identify any problems relating to the locating, handling or positioning of materials or components and deal with them according to standard operating procedures
10. record information on the handling of materials or components in the appropriate information systems

Knowledge & Understanding

You need to know and understand:

1. the relevant health and safety responsibilities and obligations
2. the relevant health and safety procedures that need to be followed
3. the different types of products, materials or components that are used
4. the identification markings for the range of products, materials or components that on the site
5. the normal locations of products, materials or components and the potential alternative locations when these are not available
6. how to check that the materials or components match their markings
7. the type of problems that could occur with the products, materials or components and the standard operating procedures for dealing with them
8. how different types of material or components should be handled
9. where to position different types of material or components
10. what is the type of damage that can occur as a result of handling products, materials or components incorrectly
11. which handling equipment should be used and its capabilities and capacities
12. the authority or licences are necessary to use the handling equipment
13. which information systems should be used
14. why it is important to use the information systems.

Assessor comments/feedback

PROGEN07	**Check the quality of products in a process and manufacturing working environment** *(Level 5, 7 Credits)*

Overview

This standard is concerned with checking the quality of products. You need to be able to check the specifications of the products being produced and identify any problems as they occur. You also need to be able to detect any obvious variations, including defects in the production process that could adversely affect the product. Then take the appropriate action and report the variations to the appropriate people.

Performance Criteria

You must be able to:

1. obtain the correct specification for the product
2. ensure the inspection equipment used is appropriate and adjusted correctly
3. check that the product is within the range provided in the specification
4. ensure the inspection equipment is fully functioning
5. examine the product with the appropriate inspection equipment
6. examine the product for variations in quality using the correct procedures
7. identify any variation between the quality of the product and the specification
8. ensure the results are recorded in the appropriate information systems

Knowledge & Understanding

You need to know and understand:

1. how to confirm the specification of products
2. the variations that could occur in a product
3. the indications that the variations exist
4. the type of problems that could occur with the products and the standard operating procedures for dealing with them
5. the appropriate equipment for inspecting different types of product
6. if the inspection equipment is functioning correctly
7. if the inspection equipment is correctly adjusted
8. the correct action to be taken if:
   - 8.1 the product is within specification but varying widely
   - 8.2 the product is out of specification
9. what information systems should be used
10. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP15	**Store products and materials in glass processing** *(Level 4, 4 Credits)*

Overview

This standard covers the skills and knowledge required to store products and materials in glass processing. The products and materials should be stored in the correct location, ready and available for use in the next stage of production or delivery. It is also important that you can monitor the levels of products and materials to identify any situations that might require further action

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. handle glass and glass related products and materials in a way that prevents damage to them and their surrounding environment
3. store glass and glass related products and materials following standard operating procedures
4. store glass and glass related products and materials to ensure they are accessible to others
5. use handling equipment that is suitable and minimises wear and tear on equipment
6. identify any problems and deal with them following standard operating procedures
7. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for storing different types of glass and glass related products and materials
4. who requires access to glass and glass related products and materials in storage
5. what consumables are stored, and where
6. types of equipment used when storing glass and glass related products and materials
7. the type of problems that could occur and the standard operating procedures for dealing with them

Assessor Comments/Feedback

GQAGP04	**Prepare and operate equipment/machinery/tools in glass processing** *(Level 5, 9 Credits)*

Overview

This standard covers the skills and knowledge required to prepare and operate equipment/machinery/tools. The equipment is used to undertake work activities, and you are expected to be able to prepare it for operation. You will need to monitor the equipment during operation and identify any indications of a malfunction or poor performance. In addition, you have to ensure the equipment is clean and clear from obstructions. You are not expected to undertake routine or emergency maintenance which will be carried out by maintenance engineers.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. select suitable equipment, machinery or tools to meet specifications
4. prepare equipment, machinery or tools to meet specifications
5. start up and shut down equipment, machinery or tools systematically following standard operating procedures
6. operate equipment, machinery or tools following standard operating procedures and manufacturers' instructions
7. check monitoring and control systems are fully functional
8. monitor operation of equipment, machinery or tools to meet specifications
9. remove any items liable to damage the equipment, machinery or tools following standard operating procedures and manufacturers' instructions
10. clear equipment, machinery or tools of debris, dirt, and other materials that affect its ability to operate following standard operating procedures
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. the level of detail required in specifications
5. equipment, materials, and work procedures used for different jobs
6. where to obtain information on the safe use of equipment, machinery and tools
7. equipment, machinery and tools to use for different work activities
8. how to avoid damaging equipment, machinery and tools through incorrect use
9. how different types of equipment, machinery and tools can be prepared for different requirements
10. how to operate different types of equipment, machinery and tools
11. maintenance requirements of different types of equipment, machinery and tools used
12. different monitoring methods for different types of equipment, machinery and tools used
13. type of items that could damage the equipment, machinery and tools
14. type of problems that could occur and the standard operating procedures for dealing with them
15. information systems used
16. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP07	**Cut glass in glass processing** *(Level 6, 4 Credits)*

Overview
This standard covers the skills and knowledge required to process glass products and materials by cutting. This involves preparing glass products and materials for cutting and ensuring the correct type and quality are available. Using the appropriate equipment to cut the glass product or material in a way that shapes it to meet the specification. It also includes identifying any problems with the process and taking the appropriate action.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. confirm glass products and materials are available for processing
4. select type, quantity, and quality of glass products and materials to be used during preparation
5. prepare glass products and materials following work schedule and standard operating procedures
6. select equipment for cutting glass to meet specifications
7. store prepared glass products and materials following standard operating procedures
8. identify suitable methods for cutting glass products and materials to meet specifications
9. position glass products and materials for cutting to meet specifications
10. cut glass products and materials to meet specification
11. monitor glass cutting to ensure it achieves specifications
12. dispose of unwanted glass minimising waste by salvaging reusable glass
13. minimise wastage when using glass products and materials
14. identify any problems and deal with them following standard operating procedures
15. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. properties of laminated glass, Georgian wired glass, float glass and mirrors
4. how to monitor the glass cutting process
5. type of glass processing undertaken
6. preparation equipment used
7. preparation processes applied to different products and materials
8. type, quantity, and quality of products and materials used in different glass processes
9. appropriate storage areas for glass products and materials before and after processing
10. methods for cutting different types of glass products and materials
11. how to position glass products and materials
12. ways of cutting glass products and materials
13. how to utilise glass products and materials to minimise wastage
14. type of problems that could occur and the standard operating procedures for dealing with them
15. information systems used
16. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP08	**Process products and materials by shaping** *(Level 6, 5 Credits)*

Overview

This standard covers the skills and knowledge required to process products and materials by shaping. This involves preparing the products and materials for shaping and ensuring the correct type and quality are available. Using the appropriate equipment to shape the product or material in a way that enables it to meet the specification. It also covers identifying any problems with the process and taking the appropriate action.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select type, quantity, and quality of products and materials to be used during the preparation
5. prepare products and materials following schedule and standard operating procedures
6. store products and materials following standard operating procedures
7. identify methods for shaping products and materials to meet specifications
8. select equipment for shaping products and materials to meet specifications
9. position products and materials for shaping to meet specifications
10. shape products and materials to meet specifications
11. monitor shaping to ensure it achieves the specification
12. use products and materials to minimise wastage
13. dispose of unwanted products and materials following standard operating procedures
14. identify any problems and deal with them following standard operating procedures
15. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for shaping different types of product
4. how to position products and materials
5. how to utilise products and materials to minimise wastage
6. the type of problems that could occur and the standard operating procedures for dealing with them
7. information systems used
8. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP09	**Process products and materials by assembly** *(Level* 6, 4 *Credits)*

Overview

This standard covers the skills and knowledge required to process products and materials by assembly. This involves preparing the products and materials for assembly and ensuring the correct type and quality are available. Using the appropriate equipment to assemble the products and materials in a way that enables the product to meet the specification. It also covers identifying any problems with the process and taking the appropriate action...

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select appropriate type, quantity, and quality of products and materials to be used during the preparation
5. select equipment for assembling products and materials to meet specifications
6. prepare products and materials following work schedules and standard operating procedures
7. store products and materials following standard operating procedures
8. confirm methods and materials for assembling products and materials to meet specifications
9. position products and materials during assembly process to meet specifications
10. assemble products and materials to meet specifications
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for assembling different types of products
4. how to position products and materials
5. where to store products and materials
6. how assembled products are identified
7. the type of problems that could occur and the standard operating procedures for dealing with
8. information systems used
9. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP11	**Decorate glass products by removing material** *(Level 6, 6 Credits)*

Overview

This standard covers the skills and knowledge required to decorate glass products by removing material and includes processes such as grinding, etching, engraving and sandblasting. It covers decorating the glass product and then finishing the decoration with the appropriate processes, which could include polishing, grinding, cleaning and marking.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. confirm methods and materials required for decorating by removing material
3. position glass products for decorating following standard operating procedures
4. apply material removal methods to meet specifications
5. finish decoration of the glass products by using the appropriate methods and materials
6. prepare glass products for further work following standard operating procedures
7. confirm decorated glass products are ready for any further work
8. store glass products following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for decorating products by removing materials
4. type, quantity, and quality of materials used in different decorating processes
5. how to position glass products
6. type of work that follows the decoration of glass products
7. how to finish different glass products after decoration
8. recommended schedules for controlling the condition of the glass products
9. where to store the glass products after decoration and finishing
10. how finished decorated products are identified
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use information systems

Assessor Comments/Feedback

GQAGP12	**Decorate glass products by applying additional material** *(Level 6, 4 Credits)*

Overview

This standard covers the skills and knowledge required to decorate glass products by applying additional materials and includes processes such as painting (by spray and by hand), screen printing and bonding. It covers decorating the glass product and then finishing the decoration with the appropriate processes, which could include polishing, grinding, cleaning and firing.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. confirm methods and materials required to meet specifications
3. position glass products for decorating following standard operating procedures
4. apply additional material to meet specification
5. confirm decorated glass products are ready for any further work following standard operating procedures
6. finish decoration of the glass products to meet specifications
7. prepare glass products for further work following standard operating procedures
8. store glass products following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for decorating glass products by applying additional material
4. type, quantity and quality of materials used in different decorating processes
5. how to position glass products
6. types of work that follows the decoration of glass products
7. how to finish different glass products after decoration by applying material
8. recommended schedules for controlling the condition of glass products
9. where to store glass products after decoration and finishing
10. how finished decorated products are identified
11. the type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP01	**Process glass products by toughening** *(Level 5, 5 Credits)*

Overview

This standard covers the skills and knowledge required to toughen glass products. It covers the application of heat to toughen the glass, selecting to appropriate methods and equipment and ensuring that the products meet specification.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. select appropriate methods and equipment for applying heat and confirm that it is available and safe for use
4. quality check processes following standard operating procedures
5. quality check finished products to meet specifications
6. prepare equipment, machinery and tools to meet specifications
7. start up and shut down equipment, machinery and tools following standard operating procedures
8. operate equipment, machinery and tools following standard operating procedures and manufacturers' instructions
9. identify any problems relating to the process and deal with them following standard operating procedures
10. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for work being undertaken
4. level of detail required in specifications
5. equipment, materials and work procedures used
6. preparation process for glass prior to toughening
7. industry standards that must be met
8. the glass toughening process
9. how to check toughened glass meets specifications
10. what to do if the finished product does not meet specification and standards
11. type of problems that could occur and the standard operating procedures for dealing with them
12. information systems used
13. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP02	**Seal glass edges** *(Level 5, 3 Credits)*

Overview

This standard covers the skills and knowledge required to seal the edge of glass sealed units.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for work being undertaken
3. edge seal units to meet specifications
4. make adjustments for spacer bar sizes to meet specifications
5. identify any problems relating to the equipment, machinery or tools and deal with them following standard operating procedures
6. record information on the operation of the equipment, machinery or tools in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for work
4. level of detail required in specifications
5. methods for edge sealing double or triple glazed units
6. equipment used in edge sealing
7. type of problems that could occur with the equipment or machinery and the standard operating procedures for dealing with them
8. information systems used
9. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP03	**Package glass products for storage** *(Level 4, 4 Credits)*

Overview

This standard covers the skills and knowledge required to pack glass products for storage. It covers being able to prepare packing materials and equipment, packing products to specification and marking or labelling products.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for work being undertaken
3. select packing materials to meet specifications
4. select packing equipment to meet specifications
5. check packing materials and equipment are undamaged
6. assemble packing materials following standard operating procedures
7. pack products in a way that prevents damage to them
8. mark and label products and check products remain undamaged following standard operating procedures
9. identify any problems and deal with them following standard operating procedures
10. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. packing equipment and materials used for different products
6. why it is important to pack products following standard operating procedures
7. processes for packing glass products
8. different types of identification for products and packaging
9. the type of problems that could occur and the standard operating procedures for dealing with them
10. information systems used
11. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP06	**Process products and materials by applying heat** *(Level 6, 6 Credits)*

Overview

This standard covers the skills and knowledge required to process products and materials by the application of heat. This involves preparing the products and materials for heating, and ensuring the correct type and quality are available. Using the appropriate equipment to apply heat in a way that shapes the product or material to meet the company specification. It also includes identifying any problems with the process and taking the appropriate action.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. check products and materials are available for processing
4. select type, quantity and quality of products and materials to be used during the preparation
5. prepare products and materials following work schedule and standard operating procedures
6. store prepared products and materials following standard operating procedures
7. identify suitable methods for applying heat required to shape products and materials to meet specifications
8. position products and materials for heating following standard operating procedures
9. apply heat for the appropriate length of time to meet specifications
10. monitor the application of heat to meet specification
11. identify any problems and deal with them following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. types of processing undertaken
4. preparation equipment used
5. preparation processes applied to different products and materials
6. appropriate type, quantity and quality of products and materials used in different processes
7. appropriate storage areas for products and materials before and after processing
8. the type of problems that could occur and the standard operating procedures for dealing with them
9. methods for applying heat to different products
10. how to position products and materials
11. how to determine the conditions and length of time for applying heat
12. how to monitor the application of heat
13. information systems used
14. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP10	**Apply coatings or treatments in glass processing** *(Level 5, 6 Credits)*

Overview

This standard covers the skills and knowledge required to process glass products and materials by applying coatings or treatments. This involves preparing the products and materials for the application of the coating or treatment, and ensuring the correct type and quality are available. Using the appropriate equipment to coat or treat the products and materials in a way that enables the product to meet the specification. It also covers identifying any problems with the process and taking the appropriate action.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. confirm products and materials are available for processing
4. select appropriate type, quantity, and quality of products and materials to be used during the preparation
5. select equipment for assembling products and materials to meet specifications
6. prepare products and materials following work schedules and standard operating procedures
7. store products and materials following standard operating procedures
8. confirm methods and materials for assembling products and materials to meet specifications
9. position products and materials during assembly process to meet specifications
10. assemble products and materials to meet specifications
11. identify any problems and deal with them following standard operating procedures
12. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. methods for coating or treating different glass products and materials
4. preparation equipment used
5. type, quantity, and quality of materials used in different coating or treatment processes
6. how to check the application of coatings or treatments
7. how to remove coated or treated glass products and materials
8. how to finish different types of glass products and materials after coating or treatment
9. other activities that follow the coating or treatment of glass products and materials
10. recommended schedules for controlling the condition of coated or treated glass products and materials
11. appropriate storage areas for glass products and materials before and after coating or treatment
12. the type of problems that can occur and the standard operating procedures for dealing with them
13. information systems used
14. why it is important to use the information systems

Assessor Comments/Feedback

GQAGP16	**Maintain hygiene in glass manufacturing and processing** *(Level 5, 6 Credits)*

Overview

This standard covers the skills and knowledge required to maintain hygiene requirements. It covers the monitoring of work practices and the identification of hygiene problems. Many glass products have food, drink or medical applications and these products must satisfy stringent hygiene requirements.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify factors affecting hygiene in the workplace
3. confirm own work practices comply with legal hygiene requirements
4. identify any problems in achieving the required hygiene work practices and inform appropriate people
5. maintain own work area and equipment in a clean and hygienic condition
6. maintain own personal hygiene to company standards
7. identify any indications of potential hygiene problems
8. take suitable actions where contamination of materials has occurred
9. record information on hygiene in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. relevant hygiene requirements
4. type of hygiene problems that could occur and standard operating procedures for dealing with these
5. consequences of not applying hygiene requirements
6. who should be informed of hygiene problems
7. how to maintain hygiene of different work areas and equipment
8. what action should be taken when contamination has been identified
9. factors that affect hygiene in the working environment
10. hygiene critical control points in the process
11. information systems used
12. why it is important to use information systems

Assessor Comments/Feedback

GQAGP19	**Apply coatings or treatments to glass containers** *(Level 5, 4 Credits)*

Overview

This standard covers the skills and knowledge required to apply coatings or treatments to glass containers. It covers the preparation of the coatings, applying the coatings or treatments and the methods used.

Performance Criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. identify and confirm specifications for the work being undertaken
3. confirm coatings products are available
4. check products and materials meet specifications
5. select type, quantity and quality of products and materials to meet specifications
6. prepare coatings and treatments for use following standard operating procedures
7. store products and materials ready for use
8. apply coatings and treatments to meet specifications following manufacturer's instructions and standard operating procedures
9. check applications meet specifications
10. identify any problems and deal with them following standard operating procedures
11. record information in the appropriate information systems

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. how to confirm specifications for the work being undertaken
4. level of detail required in specifications
5. methods for coating and treating glass containers
6. the type of problems that could occur and the standard operating procedures for dealing with them
7. information systems used
8. why it is important to use information systems

Assessor Comments/Feedback

GQAGP38	**Bond UV Glass** *(Level 6, 6 Credits)*

Overview

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

Performance Criteria

You must be able to:

1. select materials and bonding agent to meet specifications
2. prepare work areas ready to start UV bonding
3. select and set up tools and equipment needed to meet specifications
4. prepare surfaces to be bonded following standard operating procedures
5. carry out the UV bonding process to meet specifications
6. record information in the appropriate systems

Knowledge and understanding

You need to know and understand:

1. how to identify and confirm specifications for UV bonding
2. how to prepare work areas prior to starting UV bonding processes
3. tools and equipment used in the UV bonding
4. how to prepare surfaces to be bonded prior to starting UV bonding
5. how to carry out UV glass bonding

Assessor Comments/Feedback

GQAGP39	**Restore in situ glass surfaces** *(Level 6, 7 Credits)*

Overview

This standard covers the skills and knowledge required to be able to assess the damage on the glass surface, such as scratches and graffiti. It also covers the preparation and setting up of finishing and polishing equipment and restoring the damaged part of the surface and polish to required standard

Performance Criteria

You must be able to:

1. identify damage on glass surfaces and processes to use to restore it following standard operating procedures
2. prepare and isolate work areas following standard operating procedures
3. prepare glass surfaces prior to starting restoration process following standard operating procedures
4. restore glass surfaces to meet specifications
5. identify any issues with the glass surface and report them following standard operating procedures
6. clear up work areas on completion of process following standard operating procedures
7. record information in the appropriate systems

Knowledge and understanding

You need to know and understand:

1. how to identify and confirm specifications for the restoration of damaged glass
2. methods and equipment used in glass surface restoration
3. how to carry out glass restoration
4. types of problems that can occur in glass surface restoration
5. how to clear up work areas on completion

Assessor Comments/Feedback

Notes

Notes

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