



SVQ in Glass and Glass Related Distribution and Warehousing at SCQF Level 5

Qualification Reference Number **GT5T 45**

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PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

Unit Number	Qualification Mandatory Units	Level	Credit Value	Assessor signature	Date
GQAFSB1	Maintain health and safety in the workplace	5	4		
GQAGP37	Carry out warehousing of glass and related materials	5	6		
PROGEN02	Communicating and working with others	5	4		
Optional units - A minimum of 2 units required					

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

SVQ in Glass and Glass Related Distribution and Warehousing at SCQF Level 5 GT5T 45

Introduction to the Qualification

Who is this Qualification for?

This qualification is aimed at individuals wishing to prove they have the level and range of knowledge and skills required to carry out activities involved in the warehousing and distribution of Glass and Glass related products. The standard covers the most important aspects of the job. This qualification is at SCQF 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.

Candidates for this qualification could be assessed in a wide range of tasks related to the warehouse and distribution activities involved with Glass and Glass related products. This could include collection and delivery as well as stock handling and storage. Candidates for this qualification will primarily be:

- Working in a warehouse
- Issuing glass and related materials to customers (internal and/or external)
- Collecting glass and related materials from customers (internal and external)
- Carrying out quality checks

Candidates for this qualification are typically carrying out tasks under the broad heading of Warehouse Operative, but some Organisations may use different job titles.

What is required from candidates?

Candidates should achieve all 3 mandatory units, and then at least 2 units from the group of optional units. the required units from their selected pathway.

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.

Mandatory Units (All must be completed)

Unit Number	Qualification Mandatory Units	Level	Credit Value
GQAFSB1	Maintain health and safety in the workplace	5	4
GQAGP37	Carry out warehousing of glass and related materials	5	6
PROGEN02	Communicating and working with others	5	4
Optional Group A - A minimum of 2 units required			
GQAGP21	Receive, handle and store glass and related products into the warehouse	5	6
GQAGP14	Select and prepare glass and glass related products for delivery	5	7
GQAGP22	Deliver glass related products to customers in the glass distribution working environment	5	6
GQAGP26	Handover glass and related products to customers	5	5
GQAGP28	Prepare bulk deliveries of glass and related products	5	5
GQAGP30	Deal with customer returns of glass and related products	5	6
GQAGP31	Use mechanical equipment in glass distribution and warehousing	5	6
PROGEN07	Check the quality of products in a process and manufacturing working environment	5	7

Potential sources of evidence:

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

- Accident Book
- Correspondence/discussion with customer
- Customer feedback
- Damage and defect reports
- Delivery records
- Equipment used
- Inspection reports
- Audio/photographic/video
- Safety records
- Telephone Logs
- Installation activity
- Witness testimony
- Notes and memos
- Organisational reporting systems

Examples of Evidence:

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

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

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

This document indicates the requirements of approved centres delivering GQA qualifications and/or units of credit. This document complements the appropriate SSC Assessment Strategy linked to this qualification.

1. Equality of Opportunity

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

2. Recognised/Approved Assessment Centres

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

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

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

2.2 Assessors and Verifiers

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

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

EQAs are responsible for ensuring accurate and consistent standards of assessment across centres, qualifications, units of credit and over time. They should have a relevant occupational background, be competent in External Quality Assurance and hold the EQA national award

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

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

2.3 Centre Approval, Monitoring Reviews and Quality Assurance

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

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

GQA will ensure that unacceptable barriers relating to the assessment and internal verification of candidates in small companies do not deny recognition of competence to competent young workers. In such circumstances, GQA will demonstrate that its quality assurance procedures remain sufficient and rigorous to ensure that the competence outcomes have standing and credibility in the occupational area.

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

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

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

3. Qualification / Unit of Credit Candidates

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

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

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

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

4. Evidence

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

The specific combination of units necessary to achieve a qualification is detailed in the qualification structure.

Certificates of Unit Credit can be awarded when candidates achieve any one, or more, units from the qualification. The evidence the candidate brings forward is primarily evidence of performance of what he/she can do, not just what he/she knows. The assessment criteria / qualification requirements are described within the qualification and/or unit of credit itself and can incorporate practical skills and knowledge.

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

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

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

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

- if the evidence, as a whole, covers all the evidence of achievement
- whether the evidence indicates consistency in competent performance
- whether there is enough evidence on which to base an inference of competence

The answer can only be:

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

Consistency means that the individual is likely to achieve the standard in their work role, in the different activities defined

Performance evidence

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

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

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

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

Performance evidence can be:

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

The exceptions to this are:

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

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

Knowledge evidence

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

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

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

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

SVQ Candidate Declaration

Candidate Name.....

Centre/Company Name.....

Assessor(s) Name(s)

I acknowledge receipt of this copy of the GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the NVQ/SVQ. The individual units detail the necessary requirements etc., that I must achieve. I understand that I will have an important role in preparing for and planning assessments and with guidance from the assessor I will collect and record relevant evidence.

I understand that all evidence should be produced by me or be directly attributable to me.

I have been informed of the appeals system and have been issued with a copy of the appeals procedure, should I want to appeal against any part of the assessment process.

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

Candidate Signature

Date

Production/Process Activity Guideline

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

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

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 correctly
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
7. take suitable action to prevent harm to individuals promptly, and give priority to the prevention of injury to people over damage to property
8. respond to accidents and emergencies promptly and correctly by carrying out the procedures specified by the organisation
9. 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
6. what type of safety equipment, access equipment, and personal protective equipment should be used in different situations
7. who is authorised to enter work areas
8. what type of accidents and emergencies could occur
9. the organisational procedures for responding to accidents and emergencies
10. how to summon medical assistance and alert the emergency services, and what type of information will need to be provided
11. the evacuation procedures for workers and visitors, and where should people gather
12. the incident reporting procedures which may be present in your workplace and/or in your own job
13. who to contact to discuss Health and Safety issues or seek advice

Assessor Comments/Feedback

Overview**What is this standard about?**

This standard covers the skills and knowledge required to carry out tasks in the glass and glass related warehousing and distribution working environment, including goods in and goods out. Knowledge of stock identification is required as is the need to know how to deal with the problems that can occur in the glass and glass related warehouse/distribution working environment.

Performance Criteria

You must be able to:

1. accept glass and related materials into the warehouse in following standard operating procedures
2. store the delivered glass and related materials following standard operating procedures
3. select glass and related materials for delivery/distribution to meet specifications
4. prepare glass and related materials for despatch to meet specifications

Knowledge and understanding

You need to know and understand:

1. layout and purpose of the warehouse
2. use and importance of stock identification
3. how to receive and handle glass and related materials
4. how to select and prepare glass and related materials for distribution/delivery
5. how to deal with problems that can arise in warehousing

Assessor Comments/Feedback

Overview

What is this standard about?

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 products
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 and 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 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

Overview

What is this standard about?

This standard covers the skills and knowledge required to receive, handle and store glass and glass related products into the warehouse. The standard includes the need to have knowledge of delivery schedules, checks and inspections, handling techniques and recording systems. Also covered are storage conditions and finally there is the need to know how to deal with problems that can occur with the 'goods in' processes. The standard is aimed at operatives working in glass distribution and warehousing roles.

Scope/range related to performance criteria

Goods/storage situations

- goods label does not agree with expected delivery
- goods arrive damaged
- normal storage location is not available
- shortfall in quantities delivered

Performance Criteria

You must be able to:

1. receive and handle glass and glass related products following standard operating procedures
2. accept glass and glass related products into the warehouse following standard operating procedures
3. store delivered glass and glass related products following standard operating procedures.
4. identify hazardous materials following standard operating procedures
5. handle and store hazardous materials following standard operating procedures
6. check inbound glass and glass related products meet specifications
7. deal with goods/storage situations when receiving glass and glass related products into the warehouse
8. record information following company guidelines.

Knowledge and understanding

You need to know and understand:

1. typical delivery schedules including products, principal suppliers, frequency and resource and equipment required
2. how to obtain information about future deliveries
3. company procedures in place to check /inspect products inbound including bulk deliveries
4. handling methods and equipment used, including personal protective equipment (PPE)
5. storage conditions and methods used, for packing, labelling and stock rotation
6. how to identify hazardous materials
7. precautions in place for handling and storage of hazardous materials
8. procedures in place to safeguard security of products.
9. company systems used to record information concerning glass and glass related products received into the warehouse.
10. company procedures for dealing with goods labels do not agree with expected delivery
11. company procedures for dealing with goods arriving that are damaged
12. company procedures when normal storage locations are not available
13. company procedures for dealing with shortfall in quantities delivered

Assessor Comments/Feedback

Overview

What is this standard about?

This standard covers the skills and knowledge required to carry out tasks in the warehousing and distribution working environment to select and prepare glass and glass related goods for despatch. Knowledge of stock identification is required as is knowledge of recording and reporting systems. The standard also includes the need to know how to deal with the problems that can occur in the selection and preparation of glass and glass related goods for despatch. The standard is aimed at operatives working in glass distribution and warehousing roles.

Scope/range related to performance criteria Stock, damage and goods situations

- insufficient stock to meet the order
- damaged goods found in the storage location
- goods in storage location not clearly identified
- unidentified product number on goods

Performance Criteria

You must be able to:

1. select glass and glass related products for delivery/distribution to meet specifications
2. prepare glass and glass related products for despatch following standard operating procedures
3. conduct checks/inspections to confirm glass and glass related products meet specifications
4. determine "picking orders" of glass and glass related products required to meet specifications
5. identify any hazardous materials available for delivery
6. confirm security of the delivery following standard operating procedures
7. deal with stock, damage and goods situations when preparing glass and glass related products for delivery/distribution
8. record information following company guidelines.

Knowledge and understanding

You need to know and understand:

1. how to obtain information about deliveries required
2. company procedures in place to identify the glass and glass related products needed for distribution/delivery
3. handling methods and equipment used including personal protective equipment (PPE)
4. checks/inspections made to confirm glass and glass related products meet specifications
5. how to determine "picking orders" of glass and glass related products
6. processes to follow packing, labelling and loading for despatch
7. hazardous materials available for delivery and the precautions in place
8. how to ensure security of deliveries
9. company procedures for dealing with insufficient stock to meet the order
10. company procedures for dealing with damaged goods found in the storage location
11. company procedures for dealing with goods in storage location not clearly identified
12. company procedures for dealing with unidentified product numbers on goods

Assessor Comments/Feedback

Overview

What is this standard about?

This standard covers the skills and knowledge required to be able to prepare and deliver glass and glass related products to customers. Knowledge of the pre-loading and delivery checks to make and communication and recording systems are also included. The standard is aimed at operatives working in glass distribution and warehousing roles.

Performance Criteria

You must be able to:

1. carry out checks following company guidelines to ensure deliveries can go ahead
2. identify items for delivery following the delivery schedule
3. plan delivery schedules following company procedures
4. deliver glass/products to customers in line with delivery schedule and minimising risks to the safety and security of glass and glass related products, delivery vehicle and contents
5. use personal protective equipment (PPE) following company policies
6. complete checks and deal with delivery paperwork following company procedures
7. check security of delivery vehicles and contents following company procedures
8. check vehicles following company procedures
9. confirm loaded glass and related products and schedules meet specifications
10. record information following company guidelines

Knowledge and understanding

You need to know and understand:

1. . company systems used to identify items for delivery
2. company systems in place to identify delivery locations and schedules
3. company processes for confirming loaded glass and related products and schedule meet specifications
4. how to plan delivery schedules
5. factors that could mean changes are needed to delivery schedules
6. company communication methods and processes used when changes to delivery schedules are needed
7. how to ensure security of delivery vehicles and contents
8. types of information associated with deliveries that may need to be kept confidential and why
9. checks to make on delivery vehicles
10. company guidelines on carrying out vehicle checks
11. problems that can occur in the delivery of glass/products
12. company procedures for dealing with problems
13. how problems could be avoided/minimised

Assessor Comments/Feedback

Overview

What is this standard about?

This standard covers the skills and knowledge required to be able to identify, check and handover the products required by customers. Knowledge of how to deal with problems in fulfilling orders and other associated problems is also required as is an understanding of how to record information on the handover of products to customers. The standard is aimed at operatives working in glass distribution and warehousing roles.

Scope/range related to performance criteria

Deal with the following stock/customer situations

- required stock is not available and there is no alternative
- required stock is not available, alternative is more expensive
- required stock has superficial damage
- only available stock to fill customer orders is past "use by" date
- customer account appears to be "on stop"
- customer damages glass and related products after handover
- customer disputes price customer asks for additional glass and related products not on original order

Performance Criteria

You must be able to:

1. check and select glass and related products required following company procedures, including personal protective equipment (PPE) use
2. hand over glass and related products to customers following company guidelines, including PPE
3. confirm customers accept glass and related products
4. keep security risks to glass and related products to a minimum
5. record information following company guidelines
6. deal with any stock/customer situations following company guidelines

Knowledge and understanding

You need to know and understand:

1. systems used to identify items required by customers
2. systems in place to identify stock locations and availability
3. checks to make before giving goods to customers
4. procedures to follow when required stock is not available and there is no alternative
5. procedures to follow when required stock is not available and alternative is more expensive
6. procedures to follow when required stock has superficial damage
7. procedures to follow when only available stock to fill customer orders is past "use by" date
8. procedures to follow when customers account appears to be "on stop"
9. recording systems used and information included
10. types of information to be kept confidential
11. procedures for dealing with customer damaging glass and related products after handover
12. procedures for dealing with customers disputing prices
13. procedures for dealing with when customer asks for additional glass and related products not on original order

Assessor Comments/Feedback

Overview**What is this standard about?**

This standard covers the skills and knowledge required to be able to prepare glass and related products for bulk delivery. This includes the preparation and loading of delivery vehicles and also how to deal with problems that can occur when preparing bulk deliveries. The standard is aimed at operatives working in glass distribution and warehousing roles.

Performance Criteria

You must be able to:

1. check glass and related bulk deliveries are prepared safely and meet specifications
2. check delivery vehicles following company procedures/legislation.
3. confirm all necessary paperwork/information systems are available
4. confirm glass and related products are loaded to allow effective, safe delivery in line with delivery schedules
5. deal with problems that occur
6. load bulk glass and related goods for delivery to meet specifications

Knowledge and understanding

You need to know and understand:

1. what constitutes bulk deliveries
2. glass and related products the company sends using bulk delivery
3. handling procedures, equipment and paperwork/information systems used to prepare bulk deliveries
4. how bulk goods are loaded for delivery including equipment used, position of goods on delivery vehicles, security of goods and limits
5. the types of problems that can occur including loading problems, transportation of glass and related products and problems with delivery vehicle
6. how to deal with problems

Assessor Comments/Feedback

Overview

What is this standard about?

This standard covers the skills and knowledge required to be able to deal with the issue of customers returning glass and related products. This includes the checks to be made before accepting glass and related products for return and how to deal with situations where products are not accepted for return. The completion of recording systems and the physical return of products are also required, as is the need to be able to deal with problems associated with the return of products. The standard is aimed at operatives working in glass distribution and warehousing roles.

Performance Criteria

You must be able to:

1. checks glass and related products for return following company guidelines
2. minimise possibility of customers not agreeing with the result of checks carried out
3. return glass and related products following standard operating procedures
4. deal with situations/results of checks that mean glass and glass related products are not acceptable for return
5. process glass and related products not accepted for return following standard operating procedures
6. complete paperwork/record information for products not accepted for return, following standard operating procedures
7. inform relevant people of products not accepted for return following standard operating procedures
8. identify any problems and deal with them following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. reasons the return of glass and related products may be required
2. checks made before accepting glass and related products for return and why these checks are important
3. how to minimise the possibility of customers not agreeing with results of checks carried out
4. situations/results of checks that mean glass and glass related products are not acceptable for return
5. what to do with glass and related products that are to be resold/returned
6. what to do with glass and related products accepted for return are to be scrapped/re-cycled
7. process to follow when glass and related products not accepted for return
8. systems used to record information on the return of glass and related products
9. procedures to follow when dealing with problems

Assessor Comments/Feedback

Overview

What is this standard about?

This standard covers the skills and knowledge required to ensure that you can operate mechanical equipment in a safe manner and ensure it is made available for further use on completion of tasks. Knowledge of how to check the equipment is safe for use is also required. Finally you will need to show an understanding of problems associated with mechanical equipment. The standard is aimed at operatives working in glass distribution and warehousing roles.

Performance Criteria

You must be able to:

1. identify equipment needed to carry out required tasks following standard operating procedures
2. check equipment is in usable condition following standard operating procedures
3. use equipment to carry out tasks following standard operating procedures
4. obtain information on safe use of equipment following standard operating procedures
5. report if equipment is not in a usable condition following standard operating procedures
6. complete tasks following standard operating procedures carry out basic maintenance tasks on the equipment following company procedures

Knowledge and understanding

You need to know and understand:

1. equipment available for use within the distribution/warehouse working environment
2. purpose of each piece of equipment
3. restrictions on use of equipment
4. personal protective equipment (PPE) to be used with equipment
5. where to obtain information on the safe use of equipment
6. checks to make on mechanical equipment before use following company guidelines and safe working practices
7. procedures to follow if equipment is not in a safe, usable condition
8. procedures to follow once the tasks have been completed
9. why it is important to follow the company guidelines on the use and care of equipment
10. maintenance tasks carried out on equipment including frequency and responsibility
11. situations which may mean additional training is required in the use of mechanical equipment
12. problems that can occur with mechanical equipment, the likely causes of the problems and be able to suggest possible solutions

Assessor Comments/Feedback

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

Notes



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