



SVQ in Glass and Glass Related Distribution and Warehousing at SCQF Level 6

Qualification Reference Number GT5V 46

Personal Competence Summary

Name	Company/Centre
Job Title	GQA Registration Number

Qualification Mandatory Units

Unit Number	Unit Title	Level	Credit Value	Assessor Signature	Date
GQAGLA10	Promote and maintain health and safety in the installation working environment	6	5		
PROGEN06	Improve the work of the organisation through the use of resources, communication and working relationships	6	8		
GQAGP33	Plan and organise effective delivery/collection schedules	6	6		

Qualification Optional Units (minimum of 3 optional units must be completed)

Unit Number	Unit Title	Level	Credit Value	Assessor Signature	Date

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

Observation in the workplace ☐

Assessment of knowledge ☐

Records of prior experience ☐

Witness statement(s) ☐

Testimonial(s) ☐

Photographic Evidence ☐

Work Records ☐

External Testing ☐

Passport Style
Candidate Photo
(Mandatory)

COMPETENCE COMPLETION SIGNATURES

By signing here, the Candidate and Assessor confirm that evidence presented is authentic and that the assessments took place in accordance with the relevant assessment strategy. Details of the assessments and evidence must be recorded in the assessment decision record/summaries at the end of each unit.

	Name	Signature	Date
Candidate			
Lead Assessor			
Internal Verifier			
EQA			

Introduction to the Qualification

Who is this Qualification for?

The SCQF Level 6 SVQ in Glass and Glass Related Distribution and Warehousing will develop knowledge and skills and is aimed at those who are fully trained and experienced in a wide range of roles that may involve decision making, quality checks, supervising and supporting others.

The qualification is at SCQF Level 6 however some units may be at different levels.

In this qualification there is also the opportunity for making contributions to improvements in the performance of individuals, and in working practices and procedures. Candidates may also work closely with internal and external customers and have well-developed knowledge of the organisation worked for and their industry. Candidates for this qualification will need to contribute to Company objectives, follow health and safety guidelines and understand the activities within the Organisation as a whole in addition to the specific duties involved in their job role.

Due to the wide range of job roles and the diverse nature of organisations in the industry it is difficult to give a definitive list of job roles the qualification may be appropriate for, but Candidates could have jobs titled:

• Warehouse Manager • Warehouse Supervisor • Team Leader • Senior Warehouseman • Senior Warehouse Person • Stock Supervisor • Stock Controller • Delivery Coordinator

What is required from candidates?

Candidates must be able to demonstrate their ability to perform the requirements of this qualification and will be assessed against a set of performance and knowledge statements that have derived from the National Occupational Standards.

Each candidate undertaking this qualification must complete all mandatory units as well as a minimum of 3 optional units.

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GQAGLA10	Promote and maintain health and safety in the installation working environment	6	5
PROGEN06	Improve the work of the organisation through the use of resources, communication and working relationships	6	8
GQAGP33	Plan and organise effective delivery/collection schedules	6	6
Unit Number	Qualification Optional Units (minimum of 3 optional units must be completed)	Level	Credit Value
GQAGP32	Monitor stock levels and maintain records	6	7

GQAGP35	Provide operational support	6	8
GQAGP36	Monitor and develop individual staff to improve performance and efficiency	6	8
GQAGP40	Monitor and control operations in a glass or glass related working environment	6	7
GQAGP31	Use mechanical equipment in glass distribution and warehousing	5	6
GQAGP21	Receive, handle and store glass and related products into the warehouse	5	6

Assessment guidance:

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

Types of evidence:

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

Quantity of evidence:

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

Potential sources of evidence:

The main source of evidence for each unit will be observation of 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

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 two 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 centre's 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 one 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 decide 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 anyone, 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 required. GQA recommend holistic assessment.

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

- is authentic – i.e., 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 decides about the candidate's competence, he or she examines all the evidence available to determine:

- if the evidence 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 decide

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

5. Performance Evidence

Performance evidence can be what the individual 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.

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 several 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 several 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 not acceptable

The exceptions 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.

Candidate Declaration

Candidate Name.....

Centre/Company Name.....

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

I acknowledge receipt of this copy of GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the qualification. The individual units detail the necessary requirements etc. that I must achieve.

I understand that I will have an important role in preparing for and planning assessments and with guidance from the Assessor.

I will collect and record relevant evidence.

I have been informed of the appeals system, should I want to appeal against any part of the assessment process.

I understand the assessments will be carried out regarding the company's/centre's Equal Opportunities Policy.

Candidate signature.....

Date.....

Overview

This standard covers the broad requirements of health and safety within the installation working environment, as well as promoting health and safety in the work of others.

It covers the need to follow health and safety guidelines and ensuring that the work area is free from hazards. In the event of emergencies, installers are expected to ensure that medical assistance is summoned and that the emergency services are called where necessary.

It is also important that colleagues and visitors to the working environment also follow health and safety regulations.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Follow the regulations and guidelines for health and safety protection at all times			
P2 Assess any risks to the health and safety of self and others following safe working practices and take action following standard operating procedures			
P3 Identify any health and safety hazards and take action to prevent harm to individuals and give priority to the prevention of injury to people over damage to property			
P4 Adopt safe working practices, and use and maintain safety equipment and personal protective equipment following safe working practices			
P5 Follow manufacturers' and other relevant instructions and training relating to the safe use of installation equipment and materials			
P6 Inform visitors to the work area of health and safety procedures, and help minimise unauthorised access to hazardous areas			
P7 Monitor colleagues to confirm they comply with health and safety requirements			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 Relevant health and safety regulations and guidelines			
K2 How to obtain current information on health and safety regulations and guidelines			
K3 Duties of employers and employees in relation to health and safety			
K4 How, when and why to undertake risk assessment			
K5 Who should be informed of health and safety hazards and when and how to do so			
K6 How to identify safe and unsafe working practices			
K7 Types of safety equipment and personal protective equipment that should be used in different situations			
K8 Who is authorised to enter dangerous areas			

K9 Types of accidents and emergencies that could occur and how to minimise the risks			
K10 Organisational procedures for responding to accidents and emergencies			
P11 How to summon medical assistance and alert the emergency services, and information to be provided			
P12 Evacuation procedures for workers and visitors, and where people should gather			
P13 Incident reporting procedures			

Assessor Comments/Feedback

Overview

This standard covers the need to get beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. You should not only try to improve the work of the organisation but should also encourage others to do so. It covers the need to keep costs down by using resources effectively, and this means ensuring all those that undertake the work also try to do this. It is important that equipment is used economically, that components are not damaged and that materials are used in the correct quantities. Surplus materials are retained wherever possible.

It is also concerned with obtaining and providing information to ensure that all the information required to undertake the work is available. It also covers the need to provide information to colleagues to ensure they are fully informed of the work that is being undertaken. Finally, the need to develop and maintain good working relationships within the organisation, especially with colleagues, but also importantly with customers.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Ensure suitable quantities of materials are used during work activities			
P2 Ensure surplus materials are salvaged for further processing wherever possible			
P3 Ensure equipment is used efficiently and carefully in accordance with standard operating procedures and manufacturers' instructions			
P4 Ensure equipment is maintained according to standard operating procedures			
P5 Minimise expenditure on non-essential items wherever this does not affect quality			
P6 Identify and pass on potential improvements to work activities to the appropriate people			
P7 Provide information to colleagues as soon as possible after they have requested it			
P8 Ensure information provided to colleagues is accurate and contains sufficient detail to meet their requirements			
P9 Provide information in a way that is appropriate to the person requesting it			
P10 Identify any problems relating to the exchange of information and deal with them according to standard operating procedures			
P11 Exchange information according to standard operating procedures			
P12 Treat people in a way that maintains good working relationships			
P13 Bring to the attention of colleague's information that might have an immediate effect on their work			
P14 Carry out requests from colleagues promptly without holding up the course of the work			
P15 Refer requests that cannot be met to an appropriate person			

P16 Make available to others the resources that are required to achieve work activities			
P17 Treat people's property with care and respect and comply with security procedures wherever necessary			
P18 Restrict any adverse impact of own work on other people			
P19 Monitor and resolve problems in working relationships and report those that cannot be resolved to an appropriate authority as soon as possible			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 How different types of material should be transported and stored			
K2 The quantity of materials that should be used for different work activities			
K3 Which materials can be salvaged and how they are salvaged			
K4 The actions that can be taken to minimise wastage of resources			
K5 What equipment to use for different work activities			
K6 How to operate different types of equipment			
K7 How to avoid damaging equipment through incorrect use			
K8 The maintenance requirements of different types of equipment			
K9 The standard operating procedures for different activities			
K10 How to obtain information on the standard operating procedures			
K11 The types of information that needs to be shared			
K12 What information systems should be used			
K13 The most appropriate sources for different types of information			
K14 The procedures for exchanging different types of information			
K15 The consequences of exchanging inaccurate or incomplete information			
K16 The types of problems that could occur			
K17 How different types of problems could be resolved			
K18 Why is it important to develop good working relationships			
K19 Who should be informed of problems in working relationships			
K20 What are the grievance and disciplinary procedures that are available			
K21 Ways to identify improvements that can be made in work activities			

Overview

This standard covers the skills and knowledge required to be able to devise and implement effective delivery and/or collection schedules and routes. This includes recording and communication of relevant information. The standard also requires knowledge of problems and possible solutions and the learner is also required to be able to evaluate the effectiveness of schedules.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Access information required to plan and organise effective delivery/collection schedules			
P2 Determine routes for deliveries and collections from available options following standard operating procedures			
P3 Complete deliver/collection schedules following standard operating procedures			
P4 Record information of schedules following standard operating procedures and systems			
P5 Communicate any changes in the schedules following standard operating procedures			
P6 Deal with any problems that occur during the implementation of delivery/collections following standard operating procedures			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 Information required to plan and organise effective delivery/collection schedules			
K2 How delivery/collection schedules can be affected by vehicle weight/size and legislation on driver's hours			
K3 Factors to consider when planning routes			
K4 How to determine most effective routes from available options			
K5 Issues that may require priority when planning deliveries/collections			
K6 Schedules and routes and why these issues may require priority			
K7 Systems used to record planned schedules			
K8 Who needs to be made aware of schedules and how this information is communicated			
K9 How and why to communicate any changes in schedules			

GQAGP32	Monitor stock levels and maintain records (Level 6, Credit Value 7)
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Overview

This standard covers the skills and knowledge required to be able to identify and monitor stock levels, deal with discrepancies and stock rotation. Knowledge of when and how to recommend changes in stock levels, the link between stock and profitability and also how to maintain records are included.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Conduct stock checks following standard operating procedures and safe working practices			
P2 Record stock movement following standard operating procedures			
P3 Confirm details of stock checks are recorded following standard operating procedures			
P4 Identify minimum and maximum stock levels required to meet specifications			
P5 Identify needs to amend stock levels required to meet specifications			
P6 Recommend amending stock levels required to meet specifications			
P7 Monitor minimum and maximum stock levels required to meet specifications			
P8 Obtain information on amount of stock held			
P9 Confirm stock rotation is carried out following company procedures			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 Systems in place for carrying out and recording stock checks			
K2 How stocks movement is recorded			
K3 How to identify minimum and maximum stock levels			
K4 How to identify need to amend stock levels			
K5 When and how to recommend amending stock levels			
K6 Why it is important to monitor minimum and maximum stock levels			

GQAGP35	Provide Operational Support (Level 6, Credit Value 8)
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Overview

This standard covers the skills and knowledge required to be able provide operational support and covers obtaining support, gathering data, analysis and providing reports.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Provide support in a variety of situations following standard operating procedures			
P2 Obtain operational support in a variety of situations following standard operating procedures			
P3 Analyse operational support provided in a particular task/circumstance following standard operating procedures			
P4 Review the operational support systems and resources available following standard operating procedures			
P5 Record/report use of operational support following standard operating procedures			
P6 Present recommendations for changes to operational support systems and resources			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 The purpose of operational support			
K2 Tasks within the specific area of responsibility that may require operational support			
K3 Who can provide operational support			
K4 Company guidelines to identify or request operational support			
K5 Situations that indicate a need for operational support and the types of operational support appropriate for each situation			
K6 How to obtain and provide operational support			
K7 Benefits of providing operational support to the company and those being supported			
K8 Potential detrimental effects of providing operational support to the company and those being supported			

K9 Procedures to follow on the recording/reporting of the use of operational support			
K10 How to analyse operational support provided in a particular task/circumstance			
K11 How to use the analysis to review the operational support systems and resources available			
K12 Findings that indicate a need to change the systems in place			
K13 How to present recommendations for change to operational support systems and resources			

Assessor Comments/Feedback

GQAGP36

Monitor and develop individual staff to improve performance and efficiency
(Level 6, Credit Value 8)

Overview

This standard covers the skills and knowledge required to demonstrate an understanding of the importance to the organisation and individuals of monitoring performance, identifying training needs or development, and the importance of keeping skills and knowledge up to date.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Identify required standards of performance for each area and suggest development needs following standard operating procedures			
P2 Deal with problems with members of staff following organisational procedures and in keeping with statutory legislation			
P3 Monitor individual staff members for performance and compliance with organisational procedures			
P4 Produce up to date personal Continued Professional Development (CPD) records following standard operating procedures			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 Areas of the job role in which to monitor individual staff members			
K2 How to identify required standards of performance for each area and how these can suggest development needs			
K3 Changes in products or customers that may require staff development			
K4 How to identify potential opportunities for developing staff skills and knowledge			
K5 Problems that can arise when monitoring staff performance			
K6 Ways to deal with problems with a member of staff following organisational procedures and in keeping with statutory legislation to improve efficiency			
K7 Problems that can arise when identifying training solutions and suggest ways to overcome them			
K8 Problems that can occur when implementing training programmes and suggest ways to overcome them			

K9 Benefits of recording CPD for the organisation and individuals			
K10 Type of information that should be recorded			
K11 When and how records should be updated			
K12 Reasons CPD records should be kept up to date			
K13 Why it is important staff keep skills and knowledge up to date			

Scope/Range related to knowledge and understanding

Problems with members of staff:

- Persistent lateness
- Persistent absence
- Repeated poor standard of work
- Customer/Colleague complaints
- Persistent non-compliance with organisational procedures

Assessor Comments/Feedback

GQAGP40

Monitor and control operations in a glass or glass related working environment
(Level 6, Credit Value 7)

Overview

This standard covers the skills and knowledge required to work effectively with others in a team whilst maintaining effective professional working relationships. It also covers actively engaging in the wider business and looking to provide information that positively contributes to the business.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Prepare for monitoring glass or glass related operations following standard operating procedures			
P2 Monitor glass or glass related operations to meet specifications			
P3 Identify good practice or potential improvements and make recommendations following standard operating procedures			
P4 Record information in the appropriate systems			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3
K1 How to prepare for monitoring of glass or glass related operations			
K2 How to monitor glass or glass related operations			
K3 How to identify good and bad working practices			
K4 How to identify good practice or potential improvements and make recommendations			
K5 How to identify and overcome problems in glass or glass related operations			
K6 Why it is important to record problems, solutions, good working practice and recommendations and improvements			

<u>Assessor Comments/Feedback</u>
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GQAGP31

Use mechanical equipment in glass distribution and warehousing
(Level 5, Credit Value 6)

Overview

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. You will need to show an understanding of problems associated with mechanical equipment.

<i>Performance Criteria You must be able to:</i>	Evidence 1	Evidence 2	Evidence 3
P1 Receive and handle glass and glass related products following standard operating procedures			
P2 Accept glass and glass related products into the warehouse following standard operating procedures			
P3 Store delivered glass and glass related products following standard operating procedures.			
P4 Identify hazardous materials following standard operating procedures			
P5 Handle and store hazardous materials following standard operating procedures			
P6 Check inbound glass and glass related products meet specifications			
<i>Knowledge and Understanding Criteria You need to know and understand:</i>	Evidence 1	Evidence 2	Evidence 3
K1 Typical delivery schedules including products, principal suppliers, frequency and resource and equipment required			
K2 How to obtain information about future deliveries			
K3 Company procedures in place to check /inspect products inbound including bulk deliveries			
K4 Handling methods and equipment used, including personal protective equipment (PPE)			

GQAGP21

Receive, handle and store glass and related products into the warehouse
(Level 5, Credit Value 6)

Overview

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.

<u>Performance Criteria You must be able to:</u>	Evidence 1	Evidence 2	Evidence 3
P1 Receive and handle glass and glass related products following standard operating procedures			
P2 Accept glass and glass related products into the warehouse following standard operating procedures			
P3 Store delivered glass and glass related products following standard operating procedures.			
P4 Identify hazardous materials following standard operating procedures			
P5 Handle and store hazardous materials following standard operating procedures			
P6 Check inbound glass and glass related products meet specifications			
P7 Deal with goods/storage situations when receiving glass and glass related products into the warehouse			
P8 Record information following company guidelines			
<u>Knowledge and Understanding Criteria You need to know and understand:</u>	Evidence 1	Evidence 2	Evidence 3

K1 Typical delivery schedules including products, principal suppliers, frequency and resource and equipment required			
K2 How to obtain information about future deliveries			
K3 Company procedures in place to check /inspect products inbound including bulk deliveries			
K4 Handling methods and equipment used, including personal protective equipment (PPE)			
K5 Storage conditions and methods used, for packing, labelling and stock rotation			
K6 How to identify hazardous materials			
P7 Precautions in place for handling and storage of hazardous materials			
P8 Procedures in place to safeguard security of products			
P9 Company systems used to record information concerning glass and glass related products received into the warehouse			
P10 Company procedures for dealing with goods labels do not agree with expected delivery			
P11 Company procedures for dealing with goods arriving that are damaged			
P12 Company procedures when normal storage locations are not available			
P13 Company procedures for dealing with shortfall in quantities delivered			

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

Assessor Comments/Feedback

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