

**MERRY CHRISTMAS & HAPPY NEW YEAR!**

## Glasgow College/Ayrshire Shop Fronts Partnership Brings Success



ASF installers with their GQA SVQ Certificates.

A partnership between GQA Approved Centre Glasgow College and Ayrshire Shop Fronts (ASF) has developed in 2004 and came to a successful initial outcome with the recent awarding of nine (9) GQA Fenestration Installation and Surveying Level 2 Scottish Vocational Qualifications (SVQs).

Whilst Glasgow College has many years experience of providing education and training to Scotland's glaziers and installers, these are the first GQA SVQs they have awarded.

Similarly, Ayrshire Shop Fronts have a track record of providing quality off-the-job training for their installation employees.

The two organisations have worked patiently with GQA to combine their education and training backgrounds which has resulted in the awarding of the GQA SVQ certificates of competence. The achievement of the Fenestration Installation and Surveying SVQ ensures that the successful ASF candidates can apply for a full skilled CSCS card. These will be the first in Scotland linked to the GQA Level 2 SVQ qualification in Fenestration Installation and Surveying.

## The Schuco/JMW (Aluminium) Ltd Partnership

JMW (Aluminium) Limited is a long established family business based in Newcastle upon Tyne. The company has traded successfully in the glazing market and now concentrates on fabricating and installing architectural aluminium systems.

As part of their commitment to employee training and development, they turned to Schuco International and the CITB for advice and guidance. The GQA NVQs in Fenestration Installation and Surveying and Production of Glass Supporting Fabrications were selected as being appropriate to their business needs. Via the Schuco GQA Approved Centre, all installers and Fabricators were registered on the appropriate NVQ. A number have subsequently achieved their NVQ.

The photo shows JMW's Installers receiving their NVQ certificates in Installation.



# Toughglass – Success After Success

Toughglass based in Killeel in Northern Ireland has invested over £1.25m in training and development over the last three years. This has been to ensure that the company makes best use of its recent high capital investment and to keep pace with the ever changing business environment.

Toughglass employees have been offered the opportunity to develop their skills through on-the-job training leading to nationally accredited qualifications and home study courses via e-learning. Over 150 of the production staff have achieved a GQA NVQ. The GQA NVQ candidates have included apprentices, new adult recruits (male and female) and experienced workers. Production management is convinced that the Toughglass NVQ programme has enabled them to objectively train and qualify their workforce.

The in company training and development programmes have reportedly lead to:

- significant reductions in waste
- improved health and safety
- production process cost savings

The Toughglass commitment to education, training and development was reinforced by John Agnew, the Managing Director who commented "An effective workforce is the cornerstone of any successful business and Toughglass is committed to providing ongoing training and development opportunities for staff at all levels".

In October 2004, Toughglass held a Training Awards Night and invited GQA to participate. GQA was represented by its new man in Northern Ireland, Brian O'Gorman. The awards evening including a dinner, was held at a recently renovated hotel in the centre of Killeel. Brian felt that the evening had been very well presented and co-ordinated by Toughglass and it had been a very successful social occasion, with awards being presented across a wide variety of occupational roles. Over fifty (50) GQA NVQ candidates were presented with an award.



The photo shows Jackie Williamson (Assessor), Brian O'Gorman (GQA), RoseMarie McBride (Training Officer), Stephen Newell, William McCourt, David Maginnis, Robert Scott, Kenny Campbell, Alan Teggarty and Stephen O'Hare (who All achieved NVQ L2 Glass Processing).

## GQA Level 3 Certificate in Glass Related Operations (100/4573/9)

Along with the new 2004 generation of GQA NVQ and SVQ qualifications, a new style vocational qualification or Technical Certificate was approved by QCA i.e. the Level 3 Certificate in Glass Related Operations.

The qualification has been designed by Glass Training Ltd (in its standards setting role) in response to requests to provide a qualification containing aspects of underpinning knowledge and understanding relevant to NOS and GQA NVQs included in the national framework (and appropriate to apprentices and others preparing for, or new to, work in the sector). It intended to be capable of delivery through a taught programme of off-the-job learning but due to the dispersed

nature of the industry, it is envisaged that most candidates will be supported by a GQA centre with access to the real workplace.

It has been agreed that the overall framework area for the Level 3 Certificate in Glass Related Operations is 14.2, i.e. Preparation for Work (NB this is a second tier framework reference) but that the optional units will be within their appropriate second tier.

Further information on the new GQA qualification which can be awarded in the context of each of the GQA Level 3 NVQ Occupational roles, can be found on the GQA website.

## GQA NVQs at Future Products Lead to Improved Performance

Future Products in Mansfield manufacture windows and doors, conservatory panels, sealed units etc. They chose to implement GQA Fabrication and Glass Processing national vocational qualifications (NVQs) via the Vocational College. During a recent GQA external verification monitoring visit they described how the NVQs have improved both Health and Safety awareness and general performance.

Speaking recently to GQA External Verifier, Alan Aspey, Michael Giscombe, Production Manager identified a number of positive benefits from the introduction of NVQs and Apprenticeships.

The staff are all very enthusiastic about NVQs, and the partnership they have built up with The Vocational College and its assessors. Health and Safety awareness has improved throughout the company, along with improved production performance. The staff also appear to be more interested in their work and have increased motivation.

The Vocational College arranged for the funding of the programme through the Government's Apprenticeship scheme.

Future Products are just one of a significant number of companies who are seeing real performance improvements from the implementation of training and development linked to national vocational qualifications.

## GQA Related Oscars awarded at Glass Training Ltd (GTL) Annual General Meeting in 2004



NLTG receiving GTL Award for Training Provider of the Year



Phil Rigett, a Rexam Glass assessor receiving GTL award for the Development of Employees



Bob Williams, a Rockware Glass GQA NVQ achiever and assessor, receiving GTL Award for the Development of Employees



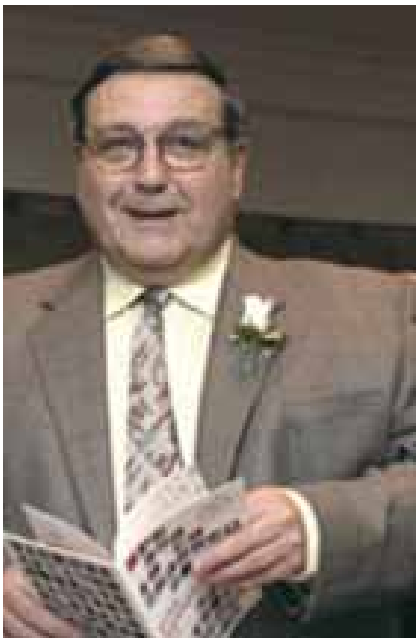
Steve Sinclair-Day, GQA Centre Co-ordinator receiving GTL Award for Dedication to Training and Development on behalf of the Autoglass Technical Training Team



Michael Woodhead, a Pilkington Float Manufacturing Apprentice and GQA NVQ achiever receiving GTL Award for Apprentice of the Year.

# National Recognition for Rockware's Terry Gater

Terry Gater has worked for Rockware Glass, a GQA Approved Centre, for over 30 years. He was nominated and shortlisted in 2004 for two awards in the Government's Star Awards – designed to celebrate the vital work that is done promoting learning and skills across the country.



Terry, the GQA Centre Co-ordinator, works with his assessment team and NVQ candidates who are working towards GQA NVQs. He has contributed to Rockware Glass gaining the Investor in People award and was nominated for the Star Awards by his boss, Jim Kelly (a director of GQA).

He attended an awards ceremony at a London Hotel, that welcomed all of the shortlisted candidates, as well as secretary of state for education Charles Clarke and BBC breakfast presenter Dermot Murnaghan.

Though Terry was not the overall winner of either of his awards, he was highly commended in both categories. "I was very pleased to even be invited to the ceremony in London" he said "To be shortlisted out of all those people was wonderful. It is very nice to receive recognition for the hard work I, and many others all over the country, have put in."

Kim Howells, Minister for Lifelong Learning and Further Education who also attended the ceremony, said: "The contribution that front-line staff in the learning and skills sector make every day to people's lives and aspirations is crucial to the Government's drive to improve standards. "We want to recognise the dedication of the Star winners so that their success can inspire others."

## GQA Centre Achievements

GQA centres have again enabled the sector to increase its take up and achievement of national vocational qualifications. In GQAs first two calendar years of operations as an independent company, qualification achievement increased significantly. The trend has continued in 2004 with yet again a projected increase in the number of achievers (on 2003).

The top ten centres in terms of qualification achievements in 2004 are in alphabetic order:

Ashington Training Centre  
Derby College  
Network Training Services  
Peak Training and Assessment  
Preston College  
RAC Auto Windscreens  
Salisbury College  
TEST Ltd  
Vocational College  
Worcester College

Items worthy of specific mention:

- Individual organisations that have achieved a significant number of GQA qualifications include Camfix UK, Dane Group, Greenberg Glass, Quinn Glass, RAC Auto Windscreens, Stoke City Windows, Toughglass and Yorkshire Windows.
- Partnerships between the GQA Approved centres: Preston College, Salisbury College, TEST Ltd, The North Lancs Training Group and the Vocational College and the industry resulted in over 260 separate companies (mainly SMEs) achieving GQA qualifications in 2004.
- Her Majesties Prisons continued to offer and award the GQA Fabrication Level 2 NVQs via different prison workshops.

## ALL Inspectors Achieve CSCS Card

Adult Learning Inspectorate (ALI) construction inspectors are following in the footsteps of GQA External Verifiers, i.e. as they visit construction sites, they need to sit and pass the CITB Health and Safety on screen test available via Prometric Test Centres. The test consists of thirty five (35) general construction related health and safety questions. A

success in passing the on-screen test allows the individual to apply for a yellow Construction Skills Certification Scheme (CSCS) Construction Site Visitor card to satisfy the requirements of a growing number of construction firms that will not hire workers or even allow visitors on to sites unless they can show a CSCS card.

**GQA Products and Services** Centres will be aware that the current prices have been in place since GQA became an independent limited company on the 1st January 2002. A review will take place and be implemented with effect from 1st April 2005.

# Barnsley College and Speedframe



Speedframe are the largest company within the Barnsley area who manufacture PVCu doors and windows to the construction industry.

Speedframe and Barnsley College have developed a partnership to deliver the Production of Glass Supporting Fabrications NVQ Levels 2 and 3 to its work force to improve their skills, product knowledge, personal progression and employee retention.

This programme is delivered through the Foundation/Advanced Foundation Modern Apprenticeships, and the Train to Gain programme.

## GQA Systems and Procedures

GQA as a nationally approved awarding body and BS EN ISO 9001:2000 registered organisation, is constantly monitoring and reviewing its systems and procedures.

New forms and documentation were issued in 2004 to reflect changes in the statutory regulation of external auditors. These are invariably forwarded to GQA centres in a hard copy format and included on the GQA website usually accessible via the 'GQA Info' button. It is important that GQA centres keep abreast of the changes and discuss difficulties/issues with their External Verifier.

It is intended that a number of forms will become available in 2005 in an IT format e.g. candidate details will be able to be typed direct onto the GQA registration form and emailed to GQA. This should help to avoid errors etc that have delayed registration, licencing, certification etc



### GQA @ Glassex (2005)

Twenty five years of Glassex equates to 25,000 glass related employees registering on GQA qualifications.

GQA is celebrating by not only being the major sponsor of the Glassex Challenge but also by manning a stand at the exhibition. GQA centres/clients could feature on the GQA stand if they are able to contribute a quality photograph depicting a glass related employee in action (that could be blown up to nominally A3 size).

Send your contributions to Rebecca at: [info@gqaqualifications.com](mailto:info@gqaqualifications.com) before 31st January.

## Current GQA NVQ/SVQ Qualifications

The current range of GQA NVQ/SVQ qualifications by title and level available for registration purposes are:

- Automotive Glazing Levels 2 and 3
- Fenestration Installation Level 2
- Fenestration Installation and Surveying Level 3
- Glass Manufacturing Levels 2 and 3
- Glass Processing Levels 2 and 3
- Glazing Installation & Maintenance Levels 2 and 3
- Production of Glass Supporting Fabrications Levels 2 and 3

With the exception of the Glazing Installation and Maintenance qualifications (which still have a 'Q' number) all were approved by QCA and SQA in 2004 (and replace similar titled NVQ/SVQ qualifications)

## Glass Related Education and Training

GQA regularly receives requests from companies and individuals for information relating to the availability of glass related education and training to support their NVQ/SVQ implementation process.

If you are able to provide any related education and training, or know of anyone who does, we would be grateful if you could provide details to Rebecca at GQA.

## GQA External Verifier Update

The three new GQA External Verifiers contracted in 2004 (Alan Aspey, Brian O'Gorman and Tom Steele) are making their presence felt. All have been allocated GQA Centres with whom they are working.

## Christmas and New Year Office Closure

Please note that the GQA offices will in effect close for business at 17.00 on Thursday 23rd December 2004 and will reopen on Tuesday 4th January 2005.



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