

## New Qualification Milestones

The candidates shown below are the first individuals to achieve the 'new generation' GQA qualifications.



**Production of Glass Supporting Fabrications Level 2**  
Gareth Johnson via Network Training Services Ltd.



**Glass Processing Level 2**  
Phillip Cassidy via Quinn Glass



**Fenestration Installation Level 2**  
Nicky John Miller of MNA Installation via Advisory Management Services



**Glass Manufacturing Level 2**  
Kevin Lunn via Rexam Glass



**Automotive Glazing Level 2**  
Richard Howard via RAC Auto Windscreens



**Fenestration Installation and Surveying Level 3**  
Russell Godfrey via Peak Training and Assessment Services



**Automotive Glazing Level 3**  
Steve Abrahams via RAC Auto Windscreens

# The Vocational College and Shepley Window Systems

The Vocational College has been working in partnership with Shepley Window Systems for a number of years to ensure that the staff's skills and knowledge are recognised through Apprenticeships and NVQs. Shepley's continuing success is, in no small part, due to the investment in training and in building glass industry skills for now and the future.

On the 11th April, Shepley Window Systems and The Vocational College held presentations at two of Shepley's production units to recognise the achievements of team members in gaining two Advanced Apprenticeships and twelve NVQs



From left to right back row: Andrew Lloyd, Roy Pusey (Head of Glazing, The Vocational College), Lewis Kay, Tony Fry (Production Director, Shepley Windows), Ian Fleming, Johnny Northend, Ged McCarthy & Ronnie Hill (The Vocational College).  
Front row: Jay Rose, Andrew Whittaker & Danny McIntyre.



From left to right back row: Ged McCarthy (The Vocational College), Andrew Simpson, Tony Fry (Production Director, Shepley Windows), Paul Pacey, Ronnie Hill (Assessor), Roy Pusey (Head of Glazing, The Vocational College).  
Front row: Robert Leigh, Stephen Harrison, Philip Pendlebury & Daniel Jones.

## Autoglass National Skills Centre

Autoglass has been a GQA Approved Centre offering the Automotive Glazing national vocational qualifications for many years. GQA has awarded over 1000 certificates of competence (mainly NVQs) to Autoglass employees.

Their success as a company and a GQA centre has been maintained by keeping abreast of changes in automotive glazing related technology and taking action to keep them ahead of the competition.

The company ethos is one of meeting their business needs and providing training to employees in a wide variety of occupational roles to satisfy their objectives. Over the years, Autoglass have created regional and central training environments staffed by occupational competent individuals who have been trained as trainers. In 2002 an Autoglass National Skills Centre (NSC) was opened in Birmingham, building on the success of their previous smaller training centres. In the last year of operation, the NSC hosted education and training courses for over 500 individual and company performance).

Although the 2002 NSC was bigger and better than anything that had gone before, it needed upgrading to meet the potential for ongoing improved business performance. In February 2005, a new NSC was opened by Autoglass to deal with the anticipated demand. The opening ceremony was conducted by Carol Madeley, Autoglass' HR Director in the presence of other members of the senior management team, Autoglass Head Office and regional staff and sixty invited guests including GQA's Chief Executive Allan Murray.

It can't be coincidental that Autoglass have in the last year achieved a number of prestigious successes:

- accreditation from Thatcham (for their starline programme)
- a Glass Training Ltd award for commitment to training and development
- the Insurance Times Training Award
- an East of England National Training Award

Guests to the opening day were given the opportunity to sample and review Autoglass NSC provisions at a number of different work stations. These included:

- A demonstration of the Autoglass designed One Person Lift (OPL) that enables a single automotive glazier to handle and fit some of the larger automotive glasses. The demonstration was linked to the installation of a Smart Car roof glass.



- A management overview presented by Simon Fitzgerald on the philosophy behind the extension and rejuvenation of the Autoglass NTC.
- Their IT linked training provisions using 'proud to learn' CD ROMs. Using the new programmes, it is anticipated that 1200 automotive glaziers can experience e-training over a three week time period.
- A demonstration of a resin repair to a star break in a windscreen.
- A discussion on the latest developments in Direct Glazing.

The guests to the opening event found the day to be very informative and evidence of Autoglass' ongoing commitment to setting the standards for the automotive glazing sector.

### Recently Approved GQA Centres

Boston College - England  
DGL Services - England  
Lauder College - Scotland  
LETG - England  
McMullen Architectural Systems - Northern Ireland  
NRMT Ltd - Scotland  
Newcastle College - England  
Plymouth College - England  
RT Resources - Scotland

## 2004/2005 Another Successful Year for GQA

The glass sector has been awarding NVQ/SVQ qualifications since 1990 (originally as part of Glass Training Ltd). In 2001, the decision was taken for GQA to be established as an independent limited company. As part of this initiative, GQA moved to Provincial House.

In the first twelve months of trading (2002) GQA Ltd doubled its NVQ/SVQ achievement rate with the assistance of seventy (70) centres dispersed throughout the UK. Through concentration on a single activity, i.e. the implementation of qualifications, the success has continued.

Achievements in 2003 increased by 50% and in 2004 by 90% when compared with the first year of trading.

GQA lost one External Verifier in 2004 (Amanda Wood joined QCA) and gained three new External Verifiers, i.e. Tom Steele (based in Yorkshire), Alan Aspey (based in Lancashire) and Brian O'Gorman (based in Northern Ireland).



Alan Aspey,  
GQA External Verifier



Brian O'Gorman,  
GQA External Verifier

A new generation of NVQ/SVQ qualifications were approved in 2004 and are being successfully implemented. A selection of the first individuals to achieve the 'new' qualifications are featured in this issue of GQA News.

As part of the 2004/2005 successful year, GQA was the major sponsor of the Glassex Challenge held at the Glassex Exhibition at the Birmingham NEC in March 2005.

## Business Improvement at Royal Extrusions

Wayne Maycock, Technical Sales Director and Centre Co-ordinator at Royal Extrusions, Birkenhead, Merseyside is in no doubt about the benefits of their installers achieving GQA NVQs. He told GQA External Verifier, Alan Aspey that there had been several very positive outcomes:

- We have a lot more confidence that our installers will work safely and wear the appropriate PPE.
- We are more confident that jobs will get done properly without the need of constant supervision.
- We have a more flexible workforce because they have developed a wider range of skills.
- We are able to provide a better customer service because we have a more in depth knowledge of our installers' strengths.

Royal Extrusions are now planning to extend GQA NVQs to their fabricators.

## GQA and Glassex 2005



GQA and at least three of its approved centres played a significant role at Glassex 2005:

- GQA was the major sponsor of the Glassex Challenge (and hosted a stand).
- TEST provided the independent judging support for the candidates undertaking the Glassex Challenge.
- The GGF provided speakers for a variety of seminars (and hosted a stand).
- Toughglass provided a speaker (John Agnew) for a Glassex seminar.

The Glassex Challenge was organised by Glassex in association with GQA and industry specialists. Steve Redman, Event Manager for Glassex commented: "The foresight of our sponsors make this exciting event possible. All have demonstrated a genuine commitment to supporting skills development at the 'coal face' of the glazing

industry. The industry has a dependence upon installation skills, as it is the key point of contact with the end customer; the Glassex Challenge is designed to demonstrate and reward those skills, and to set benchmark"

The Glassex Challenge took place throughout Glassex 2005 with teams competing each day in a competition designed to promote and reward excellence in door, window and conservatory installation.

Teams installed a door, a vertical slider window, a bay window and a conservatory roof, and were judged on speed, finish, and health and safety issues. Prizes were awarded each day to the team that achieved the best combined score across each installation. Many individuals and organisations visited the GQA stand and many enquiries have been followed up.



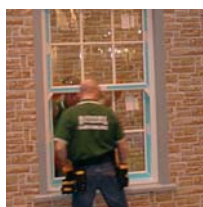
Tom Steele (left) and Roy Potter manning the GQA stand.



Allan Murray assisting with setting up of GQA stand.



TEST Judge Mike Smith observing Planet West Midlands Installer.



Boyston Hill Windows installer fitting vertical slider.

## The Vocational College & Total Glass

The Vocational College has been providing Glazing qualifications and Business Administration qualifications in partnership with Total Glass employees for five years.

In that time, they have worked with a significant number of Total Glass employees as they have progressed on their Apprenticeship and NVQ programmes and gained the skills and qualifications they need for their careers and future success.

The Vocational College, a national provider for Glazing industry training programmes, works closely with industry employers to ensure that employees are meeting both the needs of the business and the standards for the qualifications.

We wish to congratulate Total Glass and Vocational College on their commitment to training and look forward to continuing this successful partnership into the future.

## GQA's 11,000th NVQ Achiever

Kevin Boyle's (Quinn Glass) achievement of the new Glass Processing Level 2 NVQ made him the 11,000th individual to achieve a GQA NVQ.

Kevin is 22 years old and has worked with Quinn Glass since September 2000. The Glass Processing NVQ complements his job role and work with the cold end team. He is currently working towards a HNC in Plant and Process Engineering.



# RAC Auto Windscreens Achieves GQA NVQ Firsts in the Automotive Glazing Sector

Two RAC Auto Windscreens' employees, Richard Howard and Steve Abrahams, are setting the standard for NVQs in the automotive glazing industry.

Richard Howard has become the first windscreen technician not only in RAC Auto Windscreens but also the UK to achieve the GQA NVQ Level 2 in Automotive Glazing under the new standards. He joined the company in January 2003 and embarked on the NVQ programme in June 2004. Within months, Richard had gathered his evidence and was successfully assessed for his Level 2 NVQ competence.

Sean Hayes who assessed Richard was impressed with his professional approach to the assessment process. He said: "Richard showed a real hunger to learn and was both receptive to and appreciative of any area of advice he was given. He commented afterwards that he had enjoyed the assessments and felt they had increased his knowledge and understanding."

Further NVQ success has been achieved by Steve Abrahams, a regional field trainer based at RAC Auto Windscreens' Newcastle fitting centre. Steve is the first person both in the company and the industry to achieve the new GQA NVQ Level 3 in Automotive Glazing.

Steve joined RAC Auto Windscreens in 1992 as a fitter and has held a number of positions within the company since joining, including supervisor, assistant manager and manager at RAC Auto Windscreens' Newcastle and Gateshead fitting centres. He became a regional field trainer in 2004.

Within the role, Steve trains inexperienced colleagues as well experienced colleagues who had joined from other companies. He is also responsible for assessing the skill level of technicians across the country.

Commenting on the NVQ achievements, Sean Hayes added "Steve and Richard are testimony to just what skilled work automotive glazing really is. They are a credit to RAC Auto Windscreens."

## New Glass Sector Apprenticeship Framework

Glass Training Ltd has managed after a long struggle to get the new apprenticeship framework approved. As expected, the differences include the change of name from Foundation Modern Apprenticeships (L2) and Advanced Modern Apprenticeships (L3) to Apprenticeship (L2) and Advanced Apprenticeship (L3) respectively and the removal of the IT Key Skill unit.

A Technical Certificate is a new requirement for the Advanced Apprenticeship (L3). A single technical certificate "GQA Level 3 Certificate in Glass Related Operations" embraces all of the GQA Level 3 NVQs i.e. each candidate must achieve four (4) mandatory units and one (1) optional unit linked to their occupational role. NB All units must be achieved in the context of the chosen occupational role.

There is not a requirement for a Technical Certificate at Level 2

Full details of the framework and associated guidelines can be accessed via the following link:

[www.glass-training.co.uk/apprenticeships/docs1.htm](http://www.glass-training.co.uk/apprenticeships/docs1.htm)

The framework incorporates the following GQA NVQs:

Automotive Glazing Level 2 & 3

Fenestration Installation Level 2

Fenestration Installation and Surveying Level 3

Glass Manufacturing Level 2 & 3

Glass Processing Level 2 & 3

Glazing Installation and Maintenance Level 2 & 3

Production of Glass Supporting Fabrications Level 2 & 3

## Glass Industry Workforce Development Plan

Glass Training Limited has received support from the Sector Skills Development Agency (SSDA) to update the Sector Workforce Development Plan for the glass industry.

Their extensive consultations revealed that many glass and related companies have identified skill shortages and skill gaps in occupational roles that relate to GQA qualifications i.e. those working as technicians, craftsmen/women and operatives.

More information is available from [www.glass-training.co.uk/Publications/index1.htm](http://www.glass-training.co.uk/Publications/index1.htm) or Glass Training Limited, Riverdale House, 89 Graham Road, Sheffield S10 3GP, Tel: 0114 2632429.

## Glasgow's New College

Glasgow Metropolitan College, Scotland's newest college, was created through the merger of Glasgow College of Building and Printing and Glasgow College of Food Technology.

Glasgow Metropolitan College will continue to operate 'business as usual'. The GQA approved centre, originally Glasgow College of Building and Printing has been renamed Glasgow Metropolitan College and continues to work with glass and related companies to implement GQA SVQs. As part of its commitment to the sector, the new college:

- has been recognised by Bohle as a Centre of Excellence and
- offers taster 'construction crafts for women' two week courses in glazing skills.

## Online to GQA Qualifications

In response to requests from a number of GQA approved centres, a review has been undertaken to introduce GQA computer based documentation to improve the accuracy of centre provided information and reduce GQA administration handling time, etc.

Work is currently underway to enable centres to utilise online documentation for candidate registration purposes. A typical registration document that can be submitted via the internet and when quality checked can be automatically transferred to the GQA database, will improve accuracy, i.e. no longer will handwritten submissions need to be interpreted and typed (with possible spelling errors etc) by GQA administration staff.

The proposed system will be piloted with a sample of GQA centres over the coming weeks. The next stage will be the introduction of similar documentation linked to requests for certification and GQA Licences.

## Off-the-Job Training Linked to GQA Qualifications

Off-the-job formal training courses linked to GQA qualification competences are apparently rare. Glasgow Metropolitan College and Blackburn College have traditionally provided glass related off the job training (available to all) and such provisions have been clearly linked to GQA qualifications.

Numerous independent training organisations/providers have, over the years, developed off the job provisions, but these have usually failed from a lack of industry support.

A new training course provider is Merlin UK Ltd based in Bramhall, Cheshire. Merlin's MD, Paul Balfe, claims to have successfully run short courses (linked to the GQA Level 2 NVQ in Fenestration Installation) in London and the North West.

Merlin UK Ltd are a member of BPF and work in partnership with Remploy. A purpose built training facility has been created that has building apertures into which different PVCu window combinations etc can be installed. Short courses (4 or 5 day duration) can cover aspects of PVCu installation and surveying to suit individual business needs.

In addition, training clearly linked to the CITB touch screen health and safety test is provided and candidates can be registered for their test via Merlin UK. Those course delegates that wish to work towards the GQA Fenestration Installation Level 2 NVQ can, with Merlin UK's assistance, be registered with a GQA Approved Centre.

Paul Balfe of Merlin UK Ltd can be contacted via [info@merlinuk.net](mailto:info@merlinuk.net)



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