



news

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GLASS QUALIFICATIONS AUTHORITY

MAY 2006

Warmseal - Vocational College Partnership Success

Over 30 Warmseal Ltd employees have completed GQA NVQs in the past 12 months. Warmseal, a double glazing, door and conservatory manufacturer, carried out the programme in partnership with GQA approved centre, The Vocational College.

The GQA NVQs achieved were part of nationally recognised Apprenticeships and Advanced Apprenticeships and included Glass Processing, Fenestration Installation and Production of Glass Supporting Fabrications at both Levels 2 and 3.

Warmseal have seen an improvement in production efficiency with a reduction in accident and wastage levels, among many other benefits. Warmseal Production Manager, John Copeland, indicated that: "We care about our employees and want to ensure that working conditions and



practices are as safe as they can possibly be. We find that doing NVQs helps greatly in realising awareness of health and safety issues and this benefits everyone."

John's views were echoed by successful candidates Bill Turnbull (Level 2), Darin Mazzi (Level 3) and Ian Pringle (Level 2). All three agreed that completing the Production of Glass Supporting Fabrications NVQ had helped them understand more about health and safety in their job. The trio also agreed that their self confidence had improved during the assessment process. Each of

them also indicated that they felt a sense of achievement and believed that they had developed a better appreciation of what their job involves.

Assessors, Steve Haley and Ron Cummins of the Vocational College indicated how impressed they were with Warmseal's commitment to work based learning.

Above: GQA EV, Alan Aspey, far left with the successful candidates at Warmseal together with management and The Vocational College representatives.



RAC Auto Windscreens Apprentice, Rob Jenney, carrying out a Windscreen repair at the RAC AW Training Centre

Sean, who also carries out assessment and internal verification activities within the Glass Qualifications Authority (GQA) Approved Centre said: "The company's apprentice programme has been running for around 10 years. A re-structure was necessary in order to meet the changing needs of the business. We actively want to attract females to the role of automotive glazing technician and also take more of a relationship-building approach to apprentice training."

Following feedback from RACAW regional trainers and area managers, a number of experienced technicians in the business were identified as suitable apprentice mentors. From the offset they were involved in the recruitment process and fully understood the important role they would play in an individual's apprenticeship.

"We were keen to make the role of apprentice technician as attractive as possible. In addition to full training, the salary and the fully funded driving programme, which includes 25 hours of driving

RAC Auto Windscreens Develops Apprentice Programme

RAC Autowindscreens carried out a successful restructure of its Apprentice programme in 2005. Sean Hayes, a member of RAC Auto Windscreens (RACAW) Learning and Development team and Charlotte Aldridge, RACAW Business Learning Manager, developed the new RACAW apprentice programme using the Proskills Apprentice Framework.

lessons, theory and practical tests, reflect the importance we place on the apprentice programme," explained Sean. Additionally, on successful completion of the driving test, RAC Auto Windscreens will also pay for the apprentice to undertake PassPlus - a mini advanced driving course.

From the applicants interviewed, three for each vacancy were shortlisted and underwent a taster day with a mentor who also had the final say on which applicant was offered the role. Sean explained: "This was a crucial part of the recruitment process. Not only did we want to make sure the applicant was fully aware of what the role of apprentice glazing technician involved, we also wanted to know how the apprentices worked with the mentor and whether there was the potential to develop a good, solid working relationship."

Of the 19 apprentice glazing technicians selected, two are female. There were two intakes of apprentices, 10 in September and nine in October 2005. Sean reports that several are already well on the way to completing the GQA NVQ Level 2 in Automotive Glazing. "The new apprentice structure is working very well. We have seen mentor-apprentice relationships develop to become supportive friendships which is hugely beneficial for everyone concerned," Sean added.

Apprentice Rob Jenney (18) from Middlesbrough agrees with Sean. "I really get on with my mentor. I like working with him and that's important to me as it means a lot to like the people I work with." Rob joined the company in September following advice from his brother who works for RAC Rescue and also his careers advisor. "I wanted a job where I would get hands-on training and not be sitting in an office answering phones all day."

Until he completes his Apprenticeship, Rob spends each working day with his mentor, Gavin Dunning, a mobile technician. Under Gavin's supervision Rob now completes at least one full job a day completely unassisted. When he is fully qualified, this figure will rise to around seven jobs daily and will be a combination of windscreen, side and rear window replacement and windscreen repairs.

Rob has now passed all his practical assessments and is now on course to completing his NVQ in the next few weeks. "I am really learning from Gavin. Three months after joining, Gavin allowed me to do my first windscreen replacement. That was fantastic and I was really proud of my first job."

If you would like your GQA related Apprenticeship programme featured in GQA news please contact Rebecca Brown at the GQA Office.



Spotlight on the Craft Glass Sector



An example of stained glass

Worshipful Company of Glaziers & Painters

The origins of the organisation date back to the reign of King Edward III in 1328, and their prime focus is on the art and craft of historic and contemporary stained and decorative glass for buildings. The Company's key objectives include:

- Provide technical and financial support for the restoration and conservation of historic and otherwise important stained glass
- Encourage young artists and craftsmen to develop their skills and knowledge through a programme of competitions and awards
- Assist in the relocation of historic stained glass from deconsecrated churches to other churches or suitable public buildings
- Support local schools in the London Borough of Southwark
- Maintain an active social programme which places special emphasis on enjoying stained glass

Membership of the Company is made up from all manner of individuals and companies with an interest in the craft, with practising artists numbering one fifth of the total membership.

GQA are one of the sponsors of a CPD project with the Glaziers Trust (part of the Worshipful Company of Glaziers & Painters).

Worshipful Company of Glaziers and Painters - www.worshipfulglaziers.com/

British Society of Master Glass Painters

Founded in 1921, the Society is Britain's only organisation devoted exclusively to the art and craft of stained glass. Stained glass is the art of manipulating coloured light within an architectural context. Britain has a rich heritage of stained glass from the Middle Ages to the present day and British designers and craftsmen continue to make a distinctive contribution to its evolution. Membership of the BSMGP is available to:

- Professional designers and craftspeople
- Amateur craftspeople
- Full and part-time students
- Art historians
- Collectors
- anyone with an interest in and enthusiasm for the craft

British Society of Master Glass Painters - www.bsmgp.org.uk/

Holywell Glass

Holywell Glass is an organisation operating in the Glass Craft sector and is a small business concerned with the conservation and restoration of stained glass. The company specialises in the conservation of medieval and historic glass for English Heritage, the National Trust and private clients.

Helen Chick of Holywell Glass is a recent achiever of the GQA Level 3 NVQ in Glass Processing as part of her apprenticeship in stained glass conservation. The apprenticeship enabled Helen to learn on the job under the direction of experts.

Some of the work recently undertaken by Helen and her colleagues at Holywell Glass include the conservation of some outstanding medieval glass at Lacock Abbey and further work on a window at Saint Patrick's Cathedral in Dublin made by William Wailes in 1865.

A typical job for Helen is that of removing a window at Saint Patrick's Cathedral, requiring a team of specialists in Dublin to remove the window and to transport it back to the workshop where each panel will be individually cared for. Rubbings are taken of each panel before they are dismantled. Careful examinations of the condition of the glass and the glass paint are made using a microscope and appropriate cleaning methods are decided upon. Often it is simple water and cotton wool swabs that prove to be the best method for cleaning. Breaks in the glass are repaired with silicone glue, resin bond or a strap lead. The panels are re-leaded, cemented and documented after which they are taken back to site where they are fitted in a lime and horse hair mortar mix.

Helen believes that the NVQ has helped her to focus and formalise her training within the craft, and will be a springboard towards working towards professional accreditation within the Institute for Conservation (ICON).



Above: Helen Chick, Keith Horder (Salisbury College) and Mick Clayton

Schott Industrial Glass Ltd aims to develop employee potential using NVQs

"We have a very experienced and knowledgeable workforce," says Andrew Smith, factory manager at Schott Industrial Glass, Durham, "and need to tap into the knowledge and experience of everyone to enable us to continue as a successful production unit. We hope that NVQs will help us do this."

Three of the successful candidates Karl Jones (Level 2), Gary Hutchinson (Level 2) and Andrew Smith (no relation to above) (Level 3) were amongst the 12 Schott employees who recently achieved the Glass Processing NVQ. They were in no doubt about how much their achievements had helped them to realise the level of skill and knowledge required in their job. "I have been given a real sense of achievement," said Karl Jones, "and I



want to go on and learn other things," whilst Gary Hutchinson said: "It has really helped my self confidence and my understanding of the job."

"I would encourage anyone to do an NVQ. I really enjoyed doing it and am pleased I was able to achieve a national award," said Andrew Smith, a view supported by the other successful candidates.

The NVQs were achieved with the support of GQA recognised centre The Vocational College whose assessor at Schott, Karen Peart, was commended by senior management.

Above: Five of the successful candidates at Schott flanked by GQA's Alan Aspey and The Vocational College assessor Karen Peart.

Spotlight on Internal Verification

- The role of the internal verifier should not be seen as an automatic route of progression for assessors. Internal verifiers are required to have a different set of competencies to that of an assessor, to have management responsibility and accountability and to have personal characteristics that reflect the role of managing a team of individuals.
- The role of the internal verifier is increasingly at management level and the responsibilities and accountabilities should reflect this with the role less likely to be seen as an 'add on' to an existing role but one that provides quality assurance for one or more NVQs through the whole learner experience from their initial assessment through to certification.
- Historically the internal verifier role has been incorrectly perceived as being one that is desk bound and involves 'wading' through portfolio after portfolio. The true role is much more about being proactive and spending time in the assessment environment with the assessment team and the learner. This provides for opportunities for sampling the work of the assessor thus providing the basis for future development and progress monitoring, to discuss issues with the learner, sample the assessment location and to speak with the employer for whom the NVQ is critical.
- An effective sampling plan that takes into account all the variables and covers every learner, assessment method, assessor, assessment location and unit will minimise the amount of portfolio sampling required. It is important that verifiers take a holistic view of the whole assessment process. The sampling plan takes into account issues to do with experience or otherwise of the assessment team, new and innovative methods of assessment, difficulties with particular units and the introduction of new standards, the cohort of learners and the uniqueness of each assessment location. Using a risk management strategy that takes into account the above then the internal verifier will therefore make verification decisions against the requirements on an ongoing basis. This approach should reduce and ultimately remove any need for sampling of the portfolio.
- The internal verifier should build a proactive relationship with their external verifier that allows for the internal verifier to manage that relationship. In doing so the internal verifier can be proactive and seek the support of the external verifier for initiatives rather than just be reactive to the demands of an EV following a centre visit. An EV that is kept fully informed of developments in a centre is more likely to be receptive to new ideas and ways of working than an EV who finds changes during a visit.

David Morgan, Director of Marketing and Communications, ENTO

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GQA NVQ Achiever wins Cumbrian Excellence Award

Askeri Kaplan is 26 and lives in Kendal. He came to England from Turkey, where he was employed in the glass industry, two and a half years ago. He was able to continue working in this area when he was employed by 1st Frame in Kendal.

Askeri was supported by his employer who contacted GQA Approved Centre, The Vocational College, to carry out assessment and training. The Vocational College registered Askeri on the Production of Glass Supporting Fabrications NVQ at Level 2 which he achieved in December 2005. Through this assessment Askeri was able to improve greatly on his English and Maths skills, subsequently achieving Key Skills Level 1.

Through undertaking the programme, Askeri feels that he has gained more confidence in carrying out his duties and is able to communicate more effectively with his colleagues, and this has helped him settled down into the community and overcome the cultural and language difficulties. Askeri hopes to improve his training further by signing up for a Level 3 GQA qualification and believes this will help him contribute to the organisation and further enhance his career prospects.

Askeri was nominated for the Excellence in Cumbria award southwest area; which he won and became eligible for the County final where he was a runner up.



Derby College – KAT UK Partnership

KAT UK turned to GQA approved centre Derby College to improve the occupational competence of their fabricators and contribute to their Investors in People (IiP) accreditation.

Fabricators were subsequently registered on the GQA Production of Glass Supporting Fabrications NVQ. As is normal practice, the individual fabricators were assessed on-the-job and a first group of five were subsequently awarded their Level 2 NVQ.

The implementation of the GQA Production of Glass Supporting Fabrications NVQ at KAT UK has already led to business improvement successes.

Manufacturing Manager at KAT UK, Dave Morgan, said: "The advantages of this investment in our staff is two-fold. In line with our Investors in People accreditation, our staff benefit from comprehensive training and an NVQ qualification while our customer base will benefit from a first class service and high quality products. Indeed such is the high level of training and multi-skilling of fabricators in the KAT factories, that internal factory remakes have become a thing of the past with the latest non compliance figures at an all time low of less than 0.2%. The qualification awarded by GQA will ensure that KAT UK's customers continue to receive high quality, fit for purpose patio doors and sash windows. The benefit to KAT UK is that its fully trained fabricators can help ensure that quality of product is met first time."

The ENTO Learning Network is a membership package and the support network for those who deliver, assess or verify national vocational qualifications. If you would like further information on The Learning Network contact The Learning Network Team on 02920 436666 or info@thelearningnetworkonline.com. All GQA External Verifiers are current members of the Learning Network.

Mike Creary, Dean Johnson and Paul Fairhurst



CPD at North Lancs Training Group

Dean Johnson and Paul Fairhurst, along with NLTG colleague, Mike Creary, have recently attended a training course for further education providers, as part of their continuing professional development. The course was held at Preston College

over a six month period and was designed to give tutors the tools to assist in the delivery of numeracy to adults and apprentices in the workplace. NLTG, a well established GQA centre, have a strong CPD policy for further development of staff, employing a dedicated 'skills for life' team who work alongside assessors. They have been particularly successful in implementing glass sector apprenticeships i.e. incorporating GQA NVQs.

Paul Fairhurst, Scheme co-ordinator for the NLTG Glass team says: "All learners entering onto vocational qualifications are initially assessed for both literacy and numeracy skills, with around 56% of those assessed showing a need for these skills. We at NLTG recognise this and our programme includes developing basic skills alongside the apprenticeship, in turn linking into key skills requirements. We were surprised at how many people needed these basic skills and have found teaching in this area interesting and enjoyable. Employers and learners have fully grasped the idea of developing basic skills and have worked alongside us, allowing in some cases, specialist tutors employed by NLTG to spend time with learners off the job developing these skills." Paul then added: "At NLTG we are very lucky to have such supportive directors and managers who believe in further developing staff and keeping things such as skills for life in house."

NLTG currently have 90 apprentices on various glass schemes in the North West of England.

Bohle Glass Student of the Year Competition

Bohle Ltd, the major manufacturer and supplier of tools and machinery for the glass industry throughout Europe, are complementing their established UK Centres of Excellence arrangements with a glass related, educationally based competition. Established in 1923, Bohle pride themselves in being a leader within the glass industry and have long since recognised the importance of the role played by education. Bohle realise that the students of today are the investment for tomorrow and are proud to support the development of knowledge within the glass and allied industries.

Bohle UK encourage and support the development and knowledge of glass as a medium of design and expression. In support of this, Bohle UK are running the first Bohle Glass Student of the Year Award to which entry is open to students from all mainland UK educational establishments.

The entries, which must be submitted before 31 May 2006, must relate to work completed at/with an educational establishment in 2005/06. The entry can be structural, practical or of an artistic nature.

Judges for the Award will include a GQA representative. The judges will be looking for development of ideas and an appreciation and knowledge of glass. The winner will receive £1000 in cash and an all expenses paid 2-3 day trip to the Glastec event in Germany, November 2006 as guests of Bohle.

Further details can be obtained by e-mailing Lisa Tooth at Bohle – ltooth@bohle.de

They said...

"A man is walking along a beach which is covered with starfish that have washed ashore and face certain death unless the tide pulls them back into the water. He comes across a little boy flinging as many starfish as he can back into the ocean. The man tells him there are too many to save: "What difference can you make?" he asks.

"I don't know, but it sure makes a difference to this one," says the boy, as he throws another starfish into the sea. The man bends over and starts doing the same.

"Given the steady and expected increase in performance standards, the time has arrived to make the assessment standard more demanding, to give high ability and highly motivated young people more headroom and to use the assessment standard as a strategic tool to drive up performance further."

Ken Boston, Chief Executive, QCA

"Given QCA's vision that, by 2009, all awarding bodies will have e-assessment capability, it is likely that some of the smaller players will be unable to stay in the market unless they make significant changes, such as, for example entering into strategic alliances with larger organisations or outsourcing the administration of qualifications to a larger awarding body, whilst retaining ownership of the design and development of their qualifications."

Source: 'The Market for Qualifications in the UK' – PricewaterhouseCoopers report for QCA, SQA, ACCAC and CCEA

"Skills are the major contribution to international productivity gaps. By 2010, two thirds of all jobs will require level 3 plus 80% of the 2015 workforce are in the world of work today."

Source: LSC

"The number of primary school classroom assistants who do not have Qualified Teacher Status rose from 39750 in 1997 to 95460 in 2005."

Source: DfES

"26,000 employers have been helped by Employer Training Pilot (ETP) funding."

Source: LSC Coventry

"A workforce that is qualified and competent is essential to remain competitive."

Source: GTL

"69.8% of people aged 19 in 2005 were qualified to at least Level 2. An increasing proportion of 19 year olds (in 2005) were qualified to Level 3 i.e. 45.9%."

Source: www.ssda.org.uk

"Males are expected to take an increasing share of employment in many parts of the economy previously dominated by women."

Source: www.ssda.org.uk

"Many workers are unqualified. Any job that has a significant impact on the public's health and safety and requires high precision work should be licensed."

Chris Humphries, DG of City & Guilds

"The LSC reported earlier this year that 11% of young people would rather drop out of education if they could become famous and an alarming 16% even believe they will become famous."

"There is to be a £41m increase in the budget for apprenticeships. The increased budget and new rates cover the period 1st August 2006 to 31 July 2007."

Source: www.lsc.gov.uk

"Research has shown that self financing of learning by individuals is low in the UK – only 19% of learners undertake a job-related course that they had paid for (compared to an average of 37% in 11 OECD countries)."

PricewaterhouseCoopers: 'The Market for Qualifications in the UK'

"Through the new focus on targeting resources at areas of market failure, and the 'historic shift in expectations and practice about who pays for what', no additional funding will be made available to support the new Level 2 entitlement. Interviews with colleges and other providers in our research revealed a perception that employers are habituated to subsidised training and may not be sufficiently prepared for the new funding climate."

PricewaterhouseCoopers: 'The Market for Qualifications in the UK'

"64% of parents of 12-15 year olds in the UK now turn to their children for help in using the Internet."

Source: Ofcom May 2006



Successful NVQ candidate, Joanne Darby, safely stacks a sealed unit at Abbseal's Hyde factory.

Business performance at Abbseal UK Ltd boosted by NVQ achievements

Following the successful implementation of their employee involvement programme at the Peterborough plant, Abbseal UK Ltd have achieved similar spectacular results at their Leeds and Hyde factories.

Quality of product and customer service is much improved, health and safety awareness is greatly increased, staff turnover has reduced considerably and absence levels are down to 1.5%, well below the national average.

12 supervisors at the Leeds factory recently achieved Level 3 NVQs in Glass Processing, one of them, Paul Clayton said: "I'm delighted to have been given the opportunity to obtain a nationally recognised qualification."

After being presented with his certificate David Harrison commented: "I feel that Abbseal have shown their interest in me, and the rest of the workforce, by giving every employee the opportunity to achieve an NVQ."

Russell Holmes, the 12,000th GQA NVQ achiever, thought, after 20 years at Abbseal,

that he was too old to do an NVQ — "But I'm really glad I did it. I didn't think I needed to learn anything about my job but being prompted to answer questions helped me remember things I'd forgotten I knew."

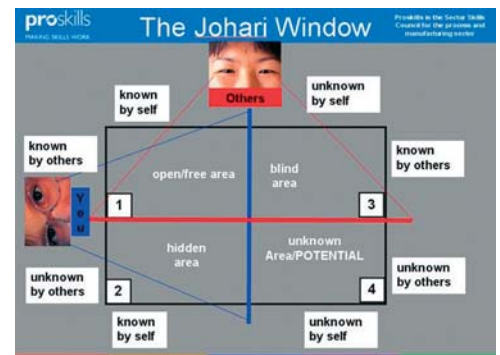
At the Hyde factory, six supervisors achieved the same prestigious award as their Leeds colleagues. Joanne Derby and Luke Scott were just two of them and both felt that achieving the award had — "Given me greater self confidence through being able to demonstrate my skills and knowledge in meeting national standards."

GQA's Alan Aspey, who presented the awards, commented: "It's part of our job, as the awarding body, to ensure that all parties are satisfied that the assessment process is being carried out properly. It is very rewarding to find that so many people at Abbseal are delighted with the professionalism shown by GQA approved centre The Vocational College, who guided the successful candidates through the award. It is also very pleasing to see that the efforts of all concerned are having a beneficial effect on Abbseal's business performance. Congratulations are also due to the whole management team who have been so supportive in all of this."

The Johari Window

Mick Clayton

A recent Pro-skills seminar I attended included a presentation on a framework known as the Johari Window. The Johari Window is a tool intended to help people better understand how we see ourselves compared to how others see us. In brief terms the Johari Window consists of a 2x2 matrix, consisting of the hidden area, the blind area, the open/free area and the unknown area. These areas are so called due to their position in relation to what 'You' see and what 'Others' see.



Source: Neil Robinson, Proskills

- The open/free area contains things that are openly known and talked about - and which may be seen as strengths or weaknesses. This is the self that we choose to share with others
- The blind area contains things that others observe that we don't know about. Again, they could be positive or negative behaviours, and will affect the way that others act towards us.
- The unknown area contains things that nobody knows about us - including ourselves. This may be because we've never exposed those areas of our personality, or because they're buried deep in the subconscious.
- The hidden area contains aspects of our self that we know about and keep hidden from others.

The idea behind the framework is to expand into the unknown area by **listening** to 'others' and discovering more about yourself and **sharing** information with others and improve their knowledge of you. By doing this you tap into the 'unknown area' otherwise known as your potential.

Assessment against national occupational standards is an ideal vehicle with which to realise potential and expand skills. Working with colleagues and assessors to obtain a GQA national vocational qualification will expand the open/free area by increasing awareness of what is going on in and around the workplace, achieving the skills and knowledge required to improve the quality of work.

Albann uses SVQs to engage employees and to show customers its commitment to high quality workmanship

During a recent visit to Albann Ltd's aluminium window and door manufacturing unit in Irvine, Ayrshire, GQA External Verifier, Alan Aspey asked Factory Foreman, Martin Sweeney, what benefits the company gained from implementing the Production of Glass Supporting Fabrications SVQ to develop its workforce.

Martin's comments were brief and to the point "We want to show our workforce that we are interested in them and to demonstrate, to present and potential customers, that Albann has nationally qualified people able to produce a high quality product".

Albann Ltd work with GQA recognised centre R T Resources based in Scotland.

GQA Approved Centre CPD Seminar

GQA is proposing to host a seminar for approved centre personnel in October 2006. Although not yet finalised in terms of location, it is anticipated that this seminar will have a theme of standardisation and e-assessment and will be an ideal continued professional development opportunity for all Assessors, Internal Verifiers and Centre Co-ordinators. The provisional date for this event is the 5th of October 2006.

The seminar is dependent on the support of our Approved Centres and we would appreciate an indication of interest from each approved centre.

NVQs improve quality and health and safety at Sekura (and help gain business)

Phil Staunton, Factory Manager at Sekura Group, in Sunderland, who work with GQA recognised centre, The Vocational College is in no doubt about the benefits of their workforce completing the GQA Production in Glass Supporting Fabrications Level 2 NVQ.

After showing GQA External Verifier, Alan Aspey, around the factory, Phil told him: "There is no doubt that doing an NVQ makes a person more aware of what is involved in the job. This invariably results in an increase in quality of product and in safer working practices. This in turn helps us to demonstrate our commitment to training, quality and health and safety to current and potential customers and improves our ability to gain valuable business."

Recently Approved Centres

BGH NVQ Training and Consultancy
Cornwall College
Modplan Ltd
Ultra Workbased Learning
Weston College

Harmony Profiles and Salisbury College

Mike Boswell gained extensive knowledge of the glazing industry in New Zealand and now works for Harmony Profiles in Devon, applying his knowledge and skills to the Comar curtain walling systems, developing new specifications and working procedures.

Mike was registered on the GQA qualification, Production of Glass Supporting Fabrications Level 3 and successfully achieved this. Mike Cox of the GQA approved centre, Salisbury College, conducted the assessment.

Mike Boswell believes that undertaking assessment against the national standards made him more conscious of the quality required and the need to show this in his work. Mike also stated that the knowledge he had gained could now be passed onto fellow workers, reinforcing good practice, particularly around health & safety.

Keith Jackman of Harmony Profiles was also keen to point out the benefits of Mike's achievement, stating that: "As a company we will be looking forward to the knowledge gained in completing this NVQ being passed on to the fabricators in the workshops through Mike's role as fabrication supervisor."

Mike Boswell is pictured right with (from left to right) David Gollin (IV, Salisbury College), Keith Jackman (Harmony Profiles), Mike, Mike Cox (Assessor, Salisbury College).

GQA External Verifiers

As GQA Recognised Centres are aware, their regular standards related point of contact is via their External Verifier. Similar to Assessors and Internal Verifiers, GQA external verifiers need to achieve a national award from the assessor and verifier awards (A&V Awards) i.e. the V2 award 'Conduct external quality assurance of the assessment process'.

However, in addition, to enable GQA EVs to offer a comprehensive service to centres, GQA require each EV to achieve the national assessor and internal verifier awards.

Brian O'Gorman, GQA's external verifier based in Northern Ireland, achieved in early 2006 his Level 3 A1 Assessor Award via OCR to complete his 'set' of assessor, internal verifier and external verifier awards.

GQA's newest employee, Mick Clayton, has recently successfully achieved his EV V2 award to complete his trio of Assessor, Internal Verifier and External Verifier Awards.

GQA Awards at Glassex 2006

GQA was again the major sponsor of the Glassex Challenge and had a stand at the March 2006 exhibition. The overall winner Romsey Conservatory Company received a GQA prize contribution of over £1000 of GQA qualification registration fees.

GQA also provided qualification registration awards to the employers of the teams taking part in the 2006 Glassex Challenge:

**Barretts Glass & Window Centre
Insta Service (UK) Ltd
Radcliffe Glass & Windows Ltd
A Touch of Glass UK Ltd
Just Doors & Windows
Astral Conservatory Systems
Morrison FS
Clarendon Onyx Windows
Waveney Windows Ltd
Newlook Windows
Romsey Conservatory Co
Heritage Glass Group
AWC Windows**



Changes to GQA Qualifications

Corresponding to the needs of the industry, GQA has been involved with Proskills, the Sector Skills Council and Standards Setting Body for the Glass and Glazing Industry, in a number of modifications to both national occupational standards (NOS) and the related qualifications offered. These are as follows:

- A NOS unit titled 'Install window and door units in new build glass supporting systems' has been developed by Proskills and has recently been approved by the regulatory bodies. This unit has been developed to enable those installers working on 'New Build' to access, without barriers, the NVQ directly relating to their role. It is intended that the new unit is added to the Installer Level 2 and Level 3 qualifications.
- A NOS Unit titled 'Maintain hygiene in glass manufacturing and processing' has been developed by Proskills and has recently been approved. This will complement the Glass Manufacturing and Glass Processing level 2 qualifications
- New national occupational standards for Glazing have been developed by Proskills. These replace the current Glazing Installation and Maintenance standards for which the related S/NVQs are due for expiry in December 2006. GQA is currently preparing the submission to offer the standards as national vocational qualifications (NVQs/SVQs).
- In response to requests from the Automotive Glazing sector, GQA has requested authorisation from the Institute of Customer Service to add a number of their units as additional units to the Automotive Glazing Level 2 and Level 3 national vocational qualifications. The request was approved and GQA anticipates approval to add the units in May 2006.

All information on amendments to current GQA qualifications etc will be communicated to all approved centres and other stakeholders as we receive it. If you require any further information on the above, then please contact the GQA office on 0114 272 0033.



For further information on any articles in this newsletter, future contributions, comments, queries or complaints please contact: **Rebecca Brown**, Glass Qualifications Authority Limited, Provincial House, Solly Street, Sheffield S1 4BA.
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