



# news

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GLASS QUALIFICATIONS AUTHORITY

OCTOBER 2003

## Quality Award

### for Glass Qualifications Authority Ltd

Following an assessment by an independent international body, GQA has been awarded the new BS EN ISO 9001:2000 Certification. This prestigious award for quality, is supported by the Government and recognised world-wide.

The award recognises GQA's commitment to an exceptional quality of service. With only around 3% of UK business holding

this new certificate, GQA is now at the forefront of quality service and customer care.

GQA is the only awarding body offering glass and glass related NVQ and SVQ qualifications. Whilst active across all sectors of the industry, a particular growth area is related to GQA NVQ/SVQ qualifications that contribute to the Building Regulations and the authorisation of CSCS cards (an essential requirement for all persons operating on major building sites in 2004).

Said a delighted Chairman, Mike Morris, "We have always been proud of the service we offer our clients. Now with the award, this has been confirmed by outside experts who are used to judging service on a daily basis in a wide variety of trades and industries."

The international independent body, QMS Quality Management Systems, paid particular tribute to 'the investment in people and training that enables GQA to provide an efficient service to their customers'.

## Llandrillo College Supporting The Welsh Glass Sector



Llandrillo College, based in Colwyn Bay, North Wales, is an active GQA approved centre offering NVQ qualifications.

The college is gearing up to offer the full range of GQA NVQs with a particular emphasis on those related to buildings and construction.

A high profile launch was undertaken at Pilkington Special Glass at St Asaph involving the college Principal, the MP for the Vale of Clwyd, GQA's Chief Executive and company management (see photo). The college is offering Pilkington Special Glass Ltd a standards-based solution to their training needs and is leading the implementation of the GQA NVQs at St Asaph. Premier Windows is another organisation working with the college.

*Left to Right: Allan Murray, GQA Chief Executive; Chris Ruane, MP Vale of Clwyd; Robert Parker, PSGL, General Manager; Gerry Houghton, PSGL, HR Controller; Huw Evans OBE, Principal Llandrillo College*

# Chairman's Statement

## GQA Ltd - 1st AGM (2003)

Our first financial year (all 15 months of it) commencing 1st January 2002 was a period of change and progress for GQA Ltd.

GQA has made significant progress in developing its distinctive individual identity.

GQA continues to make progress in its vision to 'achieve a world class qualified workforce in glass and glass related occupations'. We have done this by concentrating on the priority issues that our customers want. This, linked to the 2002 Building Regulations and the continued interest in the construction sector of achieving an all Construction Skills Certification Scheme (CSCS) card holder workforce on major construction sites, has helped generate interest in selected GQA Qualifications.

All sectors have made a vital contribution to the success of GQA - in Automotive Glazing, Glass Processing, Glazing, Production Of Glass Supporting Fabrications, Installation and Surveying and Glass Manufacturing.

More companies than ever are using GQA qualifications and both registrations and achievements rocketed in 2002. It remains important that GQA qualifications continue to add benefit to a business.

Many SMEs are able to implement GQA qualifications through partnership arrangements with independent training providers or colleges. The provider/college manages the qualification implementation process on behalf of numerous SMEs and can if necessary provide assessors and internal verifiers. Often the GQA centre, accesses funding support to enable the SME to implement the qualifications at minimal cost.

GQA worked closely with the standards setting bodies, the Construction Industry Training Board (CITB) and Glass Training Ltd (GTL). It has also made contact with another thirty strategic organisations to keep them abreast of developments and to seek their support.

GQA encouraged its approved centres to contribute to the current standards reformation process being undertaken by GTL as it is the new standards that will provide the basis of GQA glass related qualifications over the next five years.

The success of the first trading period has been underpinned by the strengthening of relationships with existing key partners and the forging of new strategic contacts.

The future will bring about greater changes than ever for GQA. We recognise the need for change and will continue to drive forward the strategic UK wide agenda taking account of the needs of England, Northern Ireland, Scotland and Wales. However, the real success of GQA will lie in the services it must provide for the ever-growing number of customers.

The coming year will bring about new changes and the need to work with sector skills councils whose remit will be much wider than those of the existing standards setting bodies.

As chairman I am delighted with the success of our first trading period. My congratulations and thanks go to the GQA Board members, the regulatory bodies, organisations that have remained or become approved centres, strategic supporters and the staff at GQA for assisting in our achievements.

Mike Morris

*Chairman - Glass Qualifications Authority Ltd*

## Radway Door and Windows Ltd

Radway became a GQA centre in October 2002 to offer the Fenestration Installation and Surveying NVQ.

They have been established for 38 years and are one of the UK's leading commercial

fenestration contractors in social housing, local education, health trusts and the Ministry of Defence sectors. At any one time the company can manage between 30 and 40 large-scale contracts.

They recognised that competitive tendering, partnering, qualifications and interviews are increasingly part of the future.

The NVQ implementation process has brought about significant changes, John Park-Davies (Sales and Marketing Director) and Kevin Masters (Contracts Operations Manager) agree that working safely is a core value at

Radway. The NVQ provides an opportunity to measure both the health and safety knowledge and performance of their installers and take corrective action where necessary. Some of the actions taken are observable by residents and clients e.g. the increasing use of high visibility jackets and signs on stairways when dust covers are used, etc.

Already a significant number of Radway installers have achieved their NVQ and the company has plans for many more to achieve in 2003.

## New Board Member

Nick Gooderson of the CITB has joined the GQA Board.

Nick has worked closely with the glass sector for a number of years, particularly on the development of National Occupational Standards for Glazing Installation and Maintenance. This experience will contribute to the success of GQA particularly as Glaziers, Installers and Fenestration Surveyors working on construction sites are increasingly turning to GQA NVQ/SVQ qualifications to gain full and experienced worker CSCS cards.

## HM Prisons

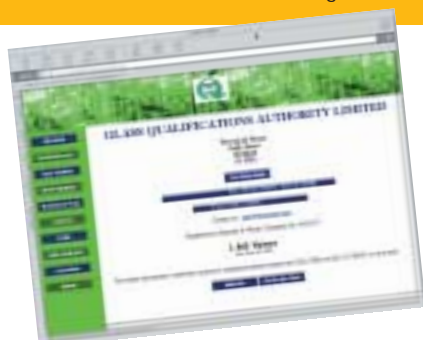
### NVQs Helping Rehabilitation

The pilot study to introduce NVQs into the process of offender rehabilitation has been successfully implemented at HMP The Mount, HMP Wormwood Scrubs and HMP Blakenhurst.

GQA has extended the previous Centre Approval awarded at HMP The Mount to include the two additional locations so that offenders who are registered as NVQ candidates can work towards an NVQ at Level 2 in the Production of Glass Supporting Fabrications. This initiative forms part of the policy to provide offenders with the necessary competencies to help them find suitable employment after their release.

Additional Workshop Instructors have now achieved the Assessor and Internal Verifier qualifications so that each prison establishment in the scheme can ensure that their registered candidates are able to meet the standard.

Currently over fifty candidates have been registered with GQA and eleven have successfully completed the process achieving their NVQ.



## GQA Website

GQA provides information and guidance on a wide range of NVQ/SVQ related issues via its website [www.glassqualificationsauthority.com](http://www.glassqualificationsauthority.com)

Many GQA centres are featured under the case study section of the website. Centres are encouraged to update their entry on the website on a regular basis.

# New National Occupational Standards

## National Occupational Standards (NOS) are the basis of all NVQ/SVQ qualifications.

Glass Training Ltd (GTL) in its Standards Setting role has worked with the glass and related industries over the last two years to develop new National Occupational Standards.

The new GTL NOS have recently been approved by the regulatory authorities and are now available on the Glass Training Ltd website [www.glass-training.co.uk](http://www.glass-training.co.uk)

In the coming months, GQA shall be seeking QCA and SQA approval to offer in 2004 new National Vocational Qualifications at levels 2 and 3. The current level 2 GQA qualifications

will be replaced with similar qualifications. The story is very different though for the level 3 qualifications. Due to the very low take up of level 3 NVQ/SVQ qualifications, GTL have had to produce a single level 3 NOS to replace the existing individual standards. The new level 3 standard is called 'Glass Operations' and consists of a number of mandatory units and five separate optional routes e.g. Automotive Glazing, Glass Processing, Production of Glass Supporting Fabrications, Fenestration Installation and Glass Manufacturing. A candidate will need to be registered on an occupationally related route, e.g. Glass Operations (Automotive Glazing). The NVQ/SVQ certificate will reflect the level 3 occupational role of the successful candidate e.g. Glass Operations (Glass Processing).

## Employee Training and Development has been a central feature of the Bibby Sterilin business plan for many years. The quality and consistency of this policy has enabled employees from all parts of the organisation to meet the ever changing demands for product development and customer service.

Earlier this year the company achieved the Investors in People award which includes references to good employee development practices.

For over 14 years the implementation and assessment of NVOs in Scientific Glass Manufacture and Processing has been part of

the Bibby Sterilin policy and central to this process has been Mick Wheble, Production Supervisor in the Scientific Glass Manufacturing Department of Bibby Sterilin who has over 41 years experience in the industry.

Mick was involved in the development work for the first generation of scientific glass NVOs and he became the first person to achieve the award. Since then, Mick has worked with a large number of NVO candidates assessing the competencies required to meet the scientific glass qualifications.

Mick explained that he had developed his role in conjunction with the practical demonstrations and instructions which the candidates receive from Alan Jefferies, a senior glassblower with over 40 years experience working with borosilicate scientific glass.

Mick and Alan are able to work with NVO candidate trainees in the purpose built training facility called 'sci-skills' which has operated at Bibby Sterilin for some 6 years. Mick says that as the NVO assessor, his work must complement the practical skills development which Alan provides for each candidate and to blend the NVO requirements with the Bibby Sterilin company procedures thereby confirming the candidates' knowledge and understanding of the processes involved in achieving the required standard.

Currently, two trainees are working towards the NVO, Andrew Lindop and Ian Thirlwall. The photograph shows (L to R) Andrew, Alan Jefferies, Ian and Mick Wheble undertaking an NVO assessment.



**Bibby Sterilin**  
Years of Experience in NVQs

# Congratulations...

...**Caroline Kershaw** on her promotion to Office Manager.



...**Amanda Roberts** on both her marriage to David Jennings and her promotion to Database Controller.



...**Rebecca Brown** (GQA's newest employee) on her 21st birthday.



...**Sarah-Jane Wasden** on the birth of her daughter Maisy Jane. Sarah will continue to provide services as a self-employed consultant supporting the GQA website.

## THE MODERN APPRENTICE FRAMEWORK

The current Glass Training Ltd Modern Apprenticeship framework has been extended, i.e. there is no immediate change to the current FMA or AMA arrangements.

Changes will be made in 2004 when a Level 3 Technical Certificate is expected to be available.

At the present time there are no plans to introduce a Level 2 Technical Certificate.

## National Qualification Statistics

Statistics recently issued by the Qualifications and Curriculum Authority (QCA) indicate that 3941 qualifications are currently accredited.

These include 1301 NVQs, 881 Vocationally Related Qualifications (VRQs) at Levels 1-3 and 69 Occupational Qualifications.

GQA currently offers eleven (11) NVQs at Levels 2 and 3 and four (4) 'A&V Awards' at Levels 3 and 4.

## Assessor and Verifier Qualifications

All assessors and verifiers should be working in accordance with the 'A&V Award' Employment NTO Standards. Copies of these standards are available on the GQA website.

Those GQA licensed, and holding the appropriate 'D' units do not need to achieve the relevant 'A' or 'V' award. However, GQA External Verifiers will (during 2003 centre reviews) be seeking evidence that they are applying the 'A' or 'V' standard.

Those individuals registered with GQA on 'D' units must achieve these before the 31st

December 2003 and to be licensed as an active assessor or verifier, be applying the appropriate 'A' or 'V' standard.

## GQA Centres

Over 70 organisations are approved to offer GQA NVQ or SVQ qualifications.

The majority of these are based in England. To redress the balance, GQA has recently contacted sixty (60) colleges that are reportedly offering building or construction related awards in Northern Ireland, Scotland and Wales to see if they can be encouraged to become GQA centres working in partnership with their local industries.

## Glasgow College of Building and Printing

Glasgow College has for many years been the most significant training organisation for the education and training of glazing apprentices in the west of Scotland.

The college is now an active approved centre offering GQA building and construction related SVQs.

## New GQA Centres in 2003

- Henry Boot Training
- Metcom Training
- SAPA Building Systems Ltd
- West Suffolk College
- Yorkshire Window Company Ltd
- IPS International
- Peak Training and Assessment Services
- Pilkington Automotive (Eccleston Works)

## Information and Learning Support Materials

Whilst GQA is the Awarding Body for its range of NVQ and SVQ qualifications, approved centres have increasingly asked for details of information and learning materials linked to the education, learning and training of NVQ/SVQ candidates. As a result GQA has identified via its External Verifiers and Approved Centres some information that may be of relevance.

For further information visit the GQA website [www.glassqualificationsauthority.com](http://www.glassqualificationsauthority.com) and click on GQA Info. You will then be able to access the section headed 'Information and Learning Support Materials'.

Whilst we have taken time and reasonable care in compiling this section of the website, we cannot guarantee their suitability for use in any particular situation. As a result we have put a disclaimer on the appropriate section of the website, i.e.:

'The materials listed may be beneficial to complement the educational and training of NVQ/SVQ registered candidates. GQA takes no responsibility for the suitability of the materials when linked to workplace activities. A technical specialist should verify if materials are suitable before their use. GQA would appreciate feedback on identified Training/Information Materials'.

If any organisation has details of other materials that would support the GQA NVQ/SVQ implementation process, such information should be forwarded to our Office Manager, Caroline Kershaw.



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. Tel: 0114 272 0033 Fax: 0114 272 0060 email: [gqa@btconnect.com](mailto:gqa@btconnect.com) website: [www.glassqualificationsauthority.com](http://www.glassqualificationsauthority.com)