

Products and Services – 2007/2008

Product or Service	Description	Certification Awarding Body	Cost to Company	Qty
Individual Manager Development Programme	<p>Managers need continuous professional development to stay motivated and interested in improving the business and delighting customers, both internally and externally. Managers tend to learn about management best when they are actually managing in the workplace. This programme focuses on managing change where the learning is linked to a specific project, task, job, or process improvement. It uses an individual learning pathway that includes a series of text and image based Pdf files that can be downloaded from the Internet, to form a learning manual.</p> <p>The programme is also linked to a number of multi choice question papers to help the learner develop the principles and best practice in managing resources including people, materials, machines, methods and time. The certificate award is made on the basis of a series of professional discussions on the telephone and supported if necessary with digital images of the manager at work and an explanation of the documents that a manager uses to manage.</p> <p><i>The main benefit of this programme is that managers re-engage with the organizational need to continuously improve and to find a step change in the way things are done.</i></p>	<p>Glass Training Board Certificate at three levels. Each level of the programme takes around three months to complete. Certificates are awarded at a Foundation, Intermediate and advanced level. Prior learning, experience and achievement can be accredited towards the different levels</p>	<p>From £50 per person per level plus reasonable travel and accommodation expenses if necessary</p>	
Management NVQs	<p>National Vocational Qualifications in management are recognized by Universities and the Qualification and Curriculum Authority as equivalent to an MBA, MSc or other management professional qualifications. They are however different from Masters degrees in that the qualification is awarded for what a manager can do and not just what he knows. An academic qualification is based on research and management NVQ is based on experience of competently managing in the workplace.</p> <p>These qualifications are gained by the candidate providing evidence of actual competence at work. The evidence is collected by Glass Training Ltd using recorded telephone professional discussions. Observation reports are also prepared by GTL to provide evidence of competence in the workplace. Witness testimony statements are also recorded from a telephone discussion with the manager's manager.</p> <p><i>The main benefit of Management NVQs is that they provide a qualification that quality assures individual competence in the workplace that results in agreed improvements in performance and quality</i></p>	<p>The (OCR) Oxford and Cambridge RSA awarding body. There are four levels Level 2 for team leaders Level 3 for section managers Level 4 for departmental managers Level 5 for senior managers and directors</p>	<p>From £50 plus registration and awarding body fees plus reasonable travel and accommodation expenses if necessary</p>	

<p>On site, off the job, Team-leader and Management modules</p>	<p>One or more management modules can be linked together to form a development programme for existing and potential team leaders and managers.</p> <p>For example modules are, management principles and practice, delegation, communication, job instruction, job relations, job safety, leadership, team-working, problem solving, decision making, negotiation skills, coaching for results, health and safety, manual handling etc. You and your managers decide on the subject and learning outcomes, we provide a written draft of a programme for you to consider.</p> <p><i>The main benefit of on site training courses is that they provide face to face coaching and instruction that many people prefer. Getting people together in a community of learning leads to added value through better team working</i></p>	<p>Glass Training Board Certificate of achievement that can be credited towards the Foundation, Intermediate and advanced level qualifications, or the (OCR) qualifications.</p>	<p>From £49 per person per day plus reasonable travel and accommodation expenses if necessary</p>	
<p>Glass NVQs</p>	<p>National Vocational Qualifications are available in, for example, glass manufacture or glass processing. Different sectors of the industry have different qualification requirements, such as Automotive glaziers, Fenestration, installation and surveying etc.</p> <p>A learning pathway is developed that encourages a candidate to review what they already know and can do.</p> <p>Contact is agreed with an employer and the candidate so that evidence of competence can be achieved through a weekly planned half hour professional discussion on the telephone with a member of the GTL team.</p> <p>Observation and testimony reports are also required.</p>	<p>(GQA) Glass Qualifications Authority</p> <p>At level 2 and level 3</p> <p>Delivered at a distance through a distance learning/assessment programme. Some visits to site are required to carry out observation reports</p>	<p>From £50 per person, plus registration and awarding body fees plus reasonable travel and accommodation expenses if necessary</p>	
<p>Glass Industry Vocational Qualifications</p>	<p>Learning pathways can be developed for specific units of learning. For example understanding critical defects in glass, that lead to an industry certificate of achievement.</p> <p><i>The main benefit of this qualification is that it is designed to satisfy a specific need and is completed in a shorter time period than a full NVQ. It is a good lead in for anyone want to do an NVQ.</i></p>	<p>Glass Training Board</p> <p>There are no levels it is certificated on the basis of the learning outcomes achieved</p>	<p>From £50 per person, inclusive of certification costs plus reasonable travel and accommodation expenses if necessary</p>	
<p>Workforce development planning</p>	<p>Preparing the workforce for the next generation of skills, knowledge and attitudes required to delight future customers and to deal effectively with partnerships with suppliers and each other. This programme also includes development experiences for those who may not be part of the future of an organisation. They could be included in a re-development programme for the future.</p> <p>This can include those retiring and those who want to learn how to achieve a better work life balance.</p> <p><i>The main benefit is to get people ready for a different future</i></p>	<p>Provided by Glass Training Ltd</p>	<p>Free to members. There is a need to include accommodation and travel costs of GTL staff visiting a Company plus reasonable travel and accommodation expenses if necessary</p>	

<p>Product and Marketing development Programme</p>	<p>Providing innovative ideas for improving an organizations market position for a blend of future high added value products and services.</p> <p>This is a systematic programme that considers all the design and manufacturing activities and relates these to the different processes in the factory and how new products can emerge from this analysis and deliberation</p> <p><i>The main benefit of this process is that it helps a company to review its product and marketing strategy and the skills it needs to develop for present and future operations.</i></p> <p><i>This is a hands on programme that should result in a lot of new ideas.</i></p>	<p>Provided by Glass Training by Dr Alan Hearsom</p>	<p>Free to members. There is a need to include reasonable accommodation and travel costs of GTL staff visiting a Company.</p>	
<p>Glass Manufacturing/processing problem solving and Decision Making programme</p>	<p>This is a tailor made programme to provide solutions to specific manufacturing and processing problems that lead to critical defects in the product.</p> <p>Those involved in a company are introduced to a systematic approach to problem solving and decision making on real/actual problems at work. It provides a <i>template</i> to solve any technical problem.</p> <p><i>The main benefit of this programme is to solve problems that reduce the cost of quality</i></p>	<p>Provided by Glass Training Ltd</p>	<p>From £49 per person per day. This is a one day programme plus reasonable travel and accommodation expenses if necessary</p>	
<p>Understanding the business</p>	<p>This programme shows how wealth is created through making good profits, reducing costs, ploughing profits back into the business, keeping our factories modern, improving and developing products/markets, pleasing our customers and retaining the confidence of our shareholders/owners, providing good, satisfying employment for our people. This is a hands on programme where those involved deal with a range of business issues from a financial perspective to see how reducing stocks, using assets more imaginatively, controlling debtors and creditors affects cash flow and profitability.</p> <p><i>The main benefit is to help ordinary employees/managers understand how profits are made</i></p>	<p>Provided by Glass Training Ltd</p>	<p>From £49 per person per day. This is a two day programme plus reasonable travel and accommodation expenses if necessary</p>	
<p>Glass Fracture Analysis</p>	<p>This an open learning package consisting of two videos which cover theoretical and practical aspects of Glass Fracture Analysis, a 20 page A4 booklet, containing support information, test exercises and case studies. The enhanced knowledge of production operators, supervisors, managers and other will lead to improvements in quality control, customer satisfaction and possible savings through reduced course attendance costs and claims for compensation.</p> <p><i>The main benefit is to understand why glass fractures, the cause and effects and how it can affect the customers business</i></p>	<p>Provided by Glass Training Ltd as a distance learning programme</p>	<p>£250 per person plus reasonable travel and accommodation expenses if necessary</p>	

<p>Glass Manufacture open learning programme</p>	<p>This consists of text material in seven sections in a ring binder folder (6 cm thick of notes, double sided). It also including two modules on basic science. There are seven VHS videos that support this programme.</p> <p><i>The main benefit is to understand how glass is made and how quality and performance targets can be achieved</i></p>	<p>Section 1 and 2 are certificated by City and Guilds. The whole package of learning is certificated by the Glass Training Board</p>	<p>£500 per programme for members. Support is given at a distance with this programme for one year. Delivered by GTL through a distance learning programme</p>	
<p>Credit control training programme</p>	<p>This is a distance learning programme. It consists of 6 35 minute telephone tutorials where evidence is gathered from the candidate to assess what a person already knows and can do. From this evidence base, recommendations are made on how to improve the effectiveness of bringing the debtors under control. The programme is also useful to train up other staff to carry out credit control to share the work-load in this important area of improving cash flow.</p> <p><i>The main benefit is to improve cash-flow</i></p>	<p>Glass Training Board Certificate of achievement.. Delivered by Glass Training Ltd through a distance learning programme</p>	<p>From £50 per person inclusive of certification costs plus reasonable travel and accommodation expenses if necessary</p>	
<p>Newsletter</p>	<p><i>Reflections</i> - a monthly newsletter that promotes good practice in education and training in the glass industry. It also includes information on policy and strategy from the Glass Training Board and provides information on services that will help the glass industry to deal with current legislation so as to be able to consolidate or grow and progress.</p> <p><i>The main benefit is to be aware of the impact of glass training on businesses in the different glass industry sectors</i></p>	<p>Published by Glass Training Ltd on behalf of the Glass Training Board</p>	<p>Free to members and contributors to Glass Training Ltd</p>	
<p>e-brief</p>	<p>A monthly bulletin of ideas and news of value to the glass industry</p> <p><i>The main benefit is to promote a philosophy of "learning for all – learning through work."</i></p>	<p>Published by Glass Training Ltd</p>	<p>Free to all those organizations that support the glass industry</p>	
<p>Annual Report</p>	<p>The Glass Training Ltd Annual Report provides an opportunity for employers to report on best practice to show to government and others that non-statutory training works.</p> <p><i>The main benefit of the annual report is to make the glass industry and government aware of the value of non-statutory training.</i></p>	<p>Published by Glass Training Ltd</p>	<p>Free to a wide circulation of employers and agencies</p>	
<p>Annual General Meeting Awards Ceremony</p>	<p>The GTL - AGM celebrates good practice in the glass industry and makes awards to those who have shown exceptional commitment to education and training in their organization over the last twelve months.</p> <p>There are also awards for training providers and those who have supported training and development over a significant period of time.</p> <p><i>The main benefit is to respect and celebrate the success and achievement of peoples commitment to learning and development in the glass industry, to create a positive feel good factor</i></p>	<p>Glass Training Board Certificate and Special/crystal glass Awards</p>	<p>Employers make recommendations for awards</p>	

<p>Video based learning packages</p>	<p>GTL has developed a wide range of VHS video based training packages that are linked to a number of multi choice question papers to help the learner progress their learning and development.</p> <p>A learner watches the video a couple of times and then answers a set of questions on a computer with Internet access to reinforce learning and understanding. Watching the video again then helps to understand more fully the knowledge and principles being explained. This iterative approach to learning provides a learner with as many opportunities to review and reinforce learning at work.</p> <p>Contact is maintained between a registered learner and Glass Training Ltd to give support and advice.</p> <p><i>The main benefit of video based learning is that helps those who have difficulty understanding text/words</i></p>	<p>Provided by Glass Training Ltd as a distance learning approach</p>	<p>From £50 per person plus reasonable travel and accommodation expenses if necessary</p>	
<p>Conferences, seminars, sector development meetings and regional meetings</p>	<p>GTL regularly surveys the industry to determine what the issues are that require a collective deliberation to identify what needs to be done to overcome a problem or support an opportunity by working in partnership.</p> <p><i>The main benefit is to discuss issues that are affecting specific sectors and producing a collective industry plan for improvement, nationally or regionally.</i></p>	<p>Organised by Glass Training Ltd on request from employers</p>	<p>Some events are free others are from £49 per person to cover overhead costs</p>	
<p>Foundation Degree in Glass and Management</p>	<p>The main support for a Foundation degree is through Wakefield College using the Learn-Direct – <i>learning through work</i> website. GTL however supports individual learners on the Foundation degree in glass and management so that learners get maximum opportunity to be successful. This support from GTL is achieved through visits to employers and offering a telephone help line. The programme has been designed to support the development of any glass technology associated with glass containers, automotive glazing, flat glass processing, fenestration, special glass, scientific glassware, etc .</p> <p>The management development is to help individuals understand how a business works and provide techniques for deal with both technology, project management and managing people and understanding human activity systems in general.</p> <p>The programme is designed to suit each individual and their employers needs. The programme uses an Internet based platform for communicating with tutors and learning supporters at College. There is no need to attend college to complete the Foundation degree.</p> <p><i>The main benefit of a Foundation degree is that it provides an opportunity for a select group of employees to focus in, with practical and academic assistance, on projects that deal with continuous improvement and the need for step change.</i></p>	<p>Leeds Metropolitan University delivered by Wakefield College at a distance using a web-based learning approach</p>	<p>Contact P.Millner@wakfield.ac.uk</p>	

<p>Training the Trainers Programme</p>	<p>Everyone is a trainer and may need at sometime in the day to communicate with someone else what needs to be done. They may spot someone in the office, in the factory or on site doing something that is likely to lead to poor quality work, accidents, damage, defects and poor performance of a machine or process . We need to help all employees become better trainers and communicators, where an individual's progress, development and ability are respected. Of course there will be a few employees who are designated trainers in that they are sure that the learning is managed in a way that is going to achieve experienced worker standard as quickly as possible.</p> <p><i>The main benefit is to develop a cadre of employees who are nominated as part time workplace job instructors and one-to-one trainers so that new and existing employees are brought up to an agreed experienced worker standard.</i></p>	<p>Provided by Glass Training Ltd as a one day programme, for a group of employees, on site or through a one - to - one blended learning approach.</p>	<p>From £49 per person per day plus reasonable travel and accommodation expenses if necessary</p>	
<p>Customer Service Training</p>	<p>This programme uses a novel approach putting more energy into customer service. The start of the programme establishes what already happens in a company with customer service using skills of questioning so that the customer is providing information.</p> <p>It also introduces more effective listening skills so that a problem can be turned into an opportunity.</p> <p>It includes <i>capitalizing on complaints</i> and where there is a retail activity in a company it helps employees to be more assertive in contacting the customer to get into a positive conversation that leads to a satisfied and delighted customer.</p> <p><i>The main benefit is to continually raise the standard of customer service so that customers are delighted with your products and services.</i></p>	<p>Provided by Glass Training Ltd as a one day course on site</p>	<p>From £49 per person per day plus reasonable travel and accommodation expenses if necessary</p>	
<p>Investors in People</p>	<p>Everyone agrees that people are an organisation's greatest asset, and we all know that for an organization to succeed everyone has to perform well. To achieve this, people need the right knowledge, skills and motivation to work effectively and efficiently.</p> <p>The Investors in People Standard will give you will give you a development framework to ensure you achieve this. GTL help you through the processes necessary to achive the national standard. This could involve total support to achieve the standard or to train on of you managers to become your Investors in People Project manager. The manager who manages the process to achieve the standard is awarded a level 4 in management.</p> <p><i>The main benefit is to reach a standard where everyone in the organization is learning, developing and contributing to the common purpose</i></p>	<p>Investors in People UK provides an assessor to ensure that a companies people, systems and procedures meet the standard.</p> <p>Glass Training Ltd provide the advice and support for a company to use the framework to achieve the standard</p>	<p>From £900 for support from GTL excluding the IIP costs of assessment and accreditation plus reasonable travel and accommodation expenses if necessary.</p> <p>Free advice to get underway is available from Glass Training Ltd.</p>	

<p>Team Briefing</p>	<p>Team briefing became very popular in the 80s. GTL's new approach to team briefing can help to improve quality and productivity through sharing ideas on-the-line and dealing with issues that are affecting performance as a team. A team brief lasts for half an hour every two weeks depending upon need. The new version of team briefing includes one main item from the top of the organisation the rest is based on a series of questions that are asked by the team leader. The questioning approach leads to a better briefing process because it involves people in the process of making a difference by listening to people.</p> <p><i>The main benefit is that systematic workplace communication helps to motivate employees towards the common purpose.</i></p>	<p>Provided by Glass Training Ltd as a one day course with follow up</p>	<p>From £49 per person per day plus reasonable travel and accommodation expenses if necessary.</p>	
<p>Action Centered Leadership</p>	<p>Leadership is not the prerogative of managers; all employees need some leadership training to be able to make a more effective contribution to the workplace team. This one day programme relates the task to be done with the needs of the team and cognizant of the development of an individual. When people are helped to understand their behaviour and approach to the task, team and individual, then performance will improve.</p> <p><i>The main benefit is to learn from success, address difficulties systematically and understand how to take the lead to improve performance in any workplace situation</i></p>	<p>Delivered by Glass Training Ltd on site at a time when at least six people can meet to review their performance and development</p>	<p>A one day on site programme. £49 per person per day plus reasonable travel and accommodation expenses if necessary</p>	