

What are National Occupational Standards?

National Occupational Standards (NOS) are highly developed systems of competencies. They are developed and updated by industry practitioners and employers through Glass Training Ltd.

The standards are based on the skills and knowledge people use in their jobs defining all round competence at work. They set out what people should know, but also how they need to apply their knowledge to be able to perform their jobs well. NOS form the basis for all national vocational qualifications NVQs/SVQs.

Benefits

The benefits of using NOS:

- Provides an integrated structure for human resources development
- Aligns individuals and teams effort with organisational goals
- Develops a motivated, confident and more flexible workforce
- Enhances public confidence of the organisation
- Provides a ready made and relevant framework for performance reviews
- Ensures staff comply with legal and organisational requirements
- Ensures staff provide a quality service.

Implementation

The best practice implementation of NOS is based on the company fully understanding the potential of the standards and how these relate to the objectives of the company.

This understanding ensures that the effect on the companies' objectives can be evaluated at various stages of the process.

The NOS, with the focus on competencies and work-based assessment provide an effective tool for measuring the standard attained by the employees, for highlighting skills gaps and targeting future training and development needs.

Many companies are now using NOS to achieve quality standards such as the Glassmark, Investors in People, ISO9000, Charter Mark and the Business Excellence Model.

The process of introducing NOS requires companies to look at how they develop employees and linking the outcomes of the training and development to the objectives of the business.

This means adapting and improving the existing management practices rather introducing new practices. Employers who are new to implementing NOS will find that they already have in place the key processes.

Linking the NOS to quality initiatives ensures that the NOS are an integral part of the organisation.



National Occupational Standards Available

Glass related qualifications:

- Automotive Glazing
- Glass Processing
- Glazing Installation and Maintenance
- Production of Glass Supporting Fabrications
- Fenestration Installation and Surveying
- Glass Manufacturing

Examples of other qualifications available:

- Engineering
- Administration
- Customer Service
- Warehousing
- Management

Case Studies

Autoglass - National Skills Centre, Thatcham Accreditation

Overview

In October 2003, Autoglass achieved accreditation from Thatcham for its Startline Programme for new/trainee Technicians, a first for the glass repair and replacement sector. Not only is it an independent endorsement by a world-leading research and technology centre, it is confirmation that every time we send out one of our technicians, our customers are assured that they will receive the highest standards of safety and quality.



Trainees at the National Skills Centre

Background

The National Skill Centre was opened in July 2002 with the aim of providing structured off-job training programmes for new and experienced Autoglazing Technicians using the NOS developed by Glass Training Ltd. The NSC is a dedicated training centre with eight cars permanently on site to allow demonstration and practice of the key skills. These vehicles are changed on a regular basis and selected in order to represent the most typical jobs performed in the business.

Key Questions

Who attends the Startline Programme?

All new/inexperienced Technicians attend the NSC for the Startline Programme and complete their initial training in their branch.

How many have attended so far?

Over 500.

Purpose of the Programme?

To provide trainees with sufficient training to allow them to perform the most common tasks in a safe manner providing quality work.

How long does the programme last?

The off job training for new inexperienced starters lasts two weeks. However, the training programme

continues in the Branch under the supervision of a Technical Supervisor. The length of the programme will depend on individual progress; however, three months is the company standard.

What are the benefits?

The Trainees, who complete the Startline Programme, have demonstrated better work quality, they are productive faster and we have measured greater retention.

Who runs the Training?

Steve Sinclair-Day, the Technical Training Manager is responsible for the NSC and the Startline Programme. He is supported by 6 members of the training team.

Are the Trainers qualified to deliver training?

All of the trainers have been accredited externally with training qualifications and are licensed to assess and verify NVQ awards.

How are the Startline Trainees assessed?

Three months after completing the NSC programme, the trainees are assessed, on the job covering a variety of work.

Are Technicians able to achieve any externally recognised qualifications?

Yes, NVQs and NOS Certificates of Achievement.

Rexam Glass Barnsley

Advanced Quality Line Controller Training

Advanced Quality Line Controller (AQLC) training is for competent Quality Line Controllers who show the ability and willingness to improve their skills - in turn improving line performance. The aim of the role is to provide a quick response to Inspection Equipment problems and enable Engineering personnel to dedicate their time to major and value adding tasks.

The training includes adjustment and sample set up training on Container Inspection equipment. On completion of the training, each candidate has then to prove that they can put the training into practice in the workplace - this is the accreditation period. To obtain accreditation, employees must not only perform adjustments on the equipment but show method and results that are signed off by an appropriate competent person, i.e. Cold End Manager, Cold End Specialist, AQLC Trainer, in their Logbooks.

Training logs consist of training notes, course evaluation forms and training logbooks. Assessment of each candidate to NOS Level 3 (Glass Manufacturing Unit 11) is also part of the programme. On completion of the Training and correct signing off of Logbook entries each candidate is then signed off as an AQLC.

More Information

You can access more information on the GTL website, or contact GTL, Qualifications and Curriculum Authority, Scottish Qualifications Authority or your Training Provider.