



Glass Training Ltd

Automotive Glazing Level 2

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Automotive Glazing Level 2

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Automotive Glazing Level 2 ***Introduction to the Qualification***

Who is this qualification for?

This qualification is aimed at those who work in the replacement automotive glazing industry. It covers the most important aspects of the job of those who repair and replace glazing components in motor vehicles. This qualification is at Level 2, and should be taken by those who are fully trained to deal with routine assignments. Candidates should require minimum supervision in undertaking the job.

A further qualification that covers Automotive Glazing at Level 3 is also available.

Candidates for this qualification will primarily be:

- working at the road side or in fixed sites
- working with standard production vehicles (ie those produced by mass-market manufacturers in the last 10 years)
- replacing windscreen glass
- repairing and installing other standard automotive glazing components

Candidates are likely to have jobs entitled:

- Automotive Glazier
- Automotive Technician
- Fitter
- Windscreen Fitter & Repair

What is required from candidates?

Candidates should achieve all 6 mandatory units listed below, plus 1 of the 2 optional units. Candidates should provide evidence of competence in all the statements listed for each element. Guidance on the evidence that will be acceptable is contained in the introduction to each unit.

Mandatory Units (all 6 units to be taken)

- Unit 1 Maintain health and safety within the working environment
- Unit 2 Contribute to the work of others
- Unit 3 Provide assistance to customers during automotive glazing work
- Unit 4 Prepare for work on vehicles
- Unit 5 Install fixed automotive glazing components in vehicles
- Unit 6 Install opening automotive glazing components in vehicles

Optional Units (1 unit only to be taken)

- Unit 7 Repair damaged windscreen glass in vehicles
- Unit 8 Shape automotive glass for installation in vehicles

Unit 1

Maintain health and safety within the working environment

Commentary

This unit covers the broad requirements of health and safety within the working environment. The first element deals mainly with preventative activities. It covers the need to follow health and safety guidelines and ensuring that the work area is free from hazards. The second element deals with coping in an emergency. The candidate is expected to ensure that medical assistance is summoned, and that the emergency services are called where necessary.

Unit 1 **Maintain health and safety within the working environment**

Element 1.1 **Maintain the health and safety of individuals**

What you should be able to do:

- a) Follow the regulations and guidelines for health and safety protection at all times
- b) Ensure the immediate work area is free from health and safety hazards
- c) Identify promptly any health and safety hazards and report them to an appropriate authority
- d) Take suitable action to prevent harm to individuals
- e) Adopt safe working practices
- f) Use safety equipment and personal protective equipment correctly
- g) Follow manufacturers' and other relevant instructions relating to the safe use of equipment and materials
- h) Inform visitors to the work area of health and safety procedures
- i) Prevent unauthorised access to hazardous areas

What you should know:

Health and safety

- 1. *What are the relevant health and safety regulations and guidelines*
- 2. *What health and safety hazards can be found in the workplace*
- 3. *Who should be informed of health and safety hazards*
- 4. *What are safe and unsafe working practices*
- 5. *What type of safety equipment and personal protective equipment should be used in different situations*

Equipment

- 6. *Where to obtain information on the safe use of equipment*

Visitors

- 7. *What are the health and safety procedures for visitors*
- 8. *Who is authorised to enter hazardous areas*

Unit 1 **Maintain health and safety within the working environment**

Element 1.2 **Minimise injury to individuals and damage to property in an emergency**

What you should be able to do:

- a) Summon medical assistance in the event of any injury or potential injury to others
- b) Give priority to the prevention of injury to people over damage to property
- c) Carry out emergency procedures according to standard operating procedures
- d) Alert the appropriate emergency services and provide them with the information that they require
- e) Ensure emergency equipment is applied by trained personnel wherever possible
- f) Prevent unauthorised access to dangerous areas
- g) Report clearly accidents and emergencies in the appropriate information systems

What you should know:

Health and safety

- 1. *What type of injuries could occur*
- 2. *How to summon medical assistance*
- 3. *Who are the qualified first-aiders that are available*
- 4. *What are the standard operating procedures for different types of emergency*
- 5. *How to alert the emergency services, and what type of information will need to be provided*
- 6. *What are the evacuation procedures for workers and visitors, and where should people gather*
- 7. *Who is authorised to enter dangerous areas*
- 8. *What are the accident reporting procedures*

Emergency equipment

- 9. *Which equipment should be used for different types of emergency*
- 10. *Who is authorised to use emergency equipment*

Information systems

- 11. *What information systems should be used*
- 12. *Why it is important to use the information systems*

Unit 2 Contribute to the work of others

Commentary

This unit covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. The first element covers the need to keep costs down by minimising the wastage of resources that are used during the work. It is important that equipment is used economically, that components are not damaged, and that materials are used in the correct quantities. Surplus materials are retained wherever possible. The second element is concerned with obtaining and providing information to ensure that people have all the information required to undertake work correctly. The final element covers developing and maintaining good working relationships within the organisation, especially with colleagues, but also importantly with customers.

Unit 2 Contribute to the work of others

Element 2.1 Minimise the wastage of resources

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Transport and store materials carefully to avoid unnecessary damage
- c) Ensure suitable quantities of materials are used during work activities
- d) Salvage surplus materials for further processing wherever possible
- e) Use equipment efficiently and carefully in accordance with standard operating procedures and manufacturers' instructions
- f) Maintain equipment according to standard operating procedures
- g) Minimise expenditure on non-essential items wherever this does not affect quality
- h) Ensure work activities that are undertaken are within one's own competence
- i) Identify and pass on potential improvements to work activities to the appropriate people

What you should know:

Health and safety

- 1. *What are the relevant health and safety responsibilities and obligations*
- 2. *What are the relevant health and safety procedures that need to be followed*

Materials

- 3. *How different types of material should be transported and stored*
- 4. *What quantity of materials should be used for different work activities*
- 5. *What materials can be salvaged, and how are they salvaged*

Equipment

- 6. *What equipment to use for different work activities*
- 7. *How to operate different types of equipment*
- 8. *How to avoid damaging equipment through incorrect use*
- 9. *What are the maintenance requirements of different types of equipment*

Standard operating procedures

- 10. *What are the standard operating procedures for different activities*
- 11. *How to obtain information on the standard operating procedures*

Unit 2 Contribute to the work of others

Element 2.2 Obtain and provide information

What you should be able to do:

- a) Identify the most appropriate sources of information
- b) Record information in the appropriate information systems
- c) Provide information to other people as soon as possible after they have requested it
- d) Ensure information provided to other people is accurate and contains sufficient detail to meet their requirements
- e) Provide information in a way that is appropriate to the person requesting it
- f) Identify any problems relating to the exchange of information and deal with them according to standard operating procedures
- g) Exchange information according to standard operating procedures

What you should know:

Information systems

- 1. *What information systems should be used*
- 2. *Who needs information, and for what purpose*
- 3. *What are the most appropriate sources for different types of information*
- 4. *What are the procedures for exchanging different types of information*
- 5. *What are the consequences of exchanging inaccurate or incomplete information*

Standard operating procedures

- 6. *What are the standard operating procedures for different activities*
- 7. *How to obtain information on the standard operating procedures*

Problems

- 8. *What are the types of problems that could occur*
- 9. *How can different types of problem be resolved*

Unit 2 **Contribute to the work of others**

Element 2.3 **Develop and maintain good working relationships**

What you should be able to do:

- a) Treat people in a way that maintains good working relationships
- b) Bring to the attention of colleagues information that might have an immediate effect on their work
- c) Carry out requests from other people promptly without holding up the course of the work
- d) Refer requests that cannot be met to an appropriate person
- e) Make available to others the resources that are required to achieve work activities
- f) Treat people's property with care and respect, and comply with security procedures wherever necessary
- g) Restrict any adverse impact of own work on other people
- h) Report problems in working relationships that cannot be resolved to an appropriate authority as soon as possible

What you should know:

Working relationships

1. *Why it is important to develop good working relationships with colleagues and customers*
2. *What are the security procedures for dealing with property*
3. *Who should be informed of problems in working relationships*
4. *What are the grievance and disciplinary procedures that are available*

Unit 3

Provide assistance to customers during automotive glazing work

Commentary

This unit covers the need to provide assistance to customers at various stages of the automotive glazing work. The work could be, for example, a repaired windscreen, a window that will not open, or any number of similar repairs or replacements. A candidate will need to identify the type of work that is required, and agree with the customer the action that should be taken. It could be work that is undertaken immediately, but it could also be a matter of referring the customer to a specialist (eg an automotive electrician or body shop engineer). On the completion of the work, the candidate has to ensure the work has been carried out correctly. All tools and excess materials have to be removed from the vehicle. The vehicle can then be handed over, and the customer informed of all the work that has been undertaken. Payment for the work has to be processed, and any questions raised by the customer have to be answered. Finally, the customer can be advised on how to claim on insurance, especially if the organisation has automatic billing arrangements.

Unit 3 Provide assistance to customers during automotive glazing work

Element 3.1 Establish customers' requirements

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Collect all relevant details relating to the customer's requirements
- c) Establish what the customer needs to complete their journey
- d) Provide information on the available options for achieving the customer's requirements
- e) Provide the customer with alternative solutions in cases where work cannot be completed
- f) Ensure information provided to the customer contains sufficient detail to meet their requirements
- g) Pass on any requests for information that cannot be met to the appropriate person

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Customers

3. *What type of information should be obtained from a customer*
4. *What are the options for achieving customer's requirements*

Unit 3 Provide assistance to customers during automotive glazing work

Element 3.2 Agree automotive glazing work with customers

What you should be able to do:

- a) Confirm the suitability of the work with all relevant people
- b) Ensure the work can be delivered within the time scale agreed with the customer
- c) Correctly inform the customer of the consequences of proceeding with the work
- d) Offer additional products and services that meet the customer's requirements
- e) Calculate correctly the costs of all the products and services and provide clear information on them to the customer
- f) Advise the customer of insurance claim procedures and policy details where available
- g) Agree payment methods with the customer before starting the work
- h) Obtain clear authorisation to proceed with the work

What you should know:

Work

1. *What work has to be done to meet different requirements*
2. *Who might need to confirm that work should be undertaken*

Customers

3. *What type of information do customers require, and why it could be important to them*

Products and services

4. *What are the products and services that could meet customer's requirements*

Payment methods

5. *What are the prices of routine products and services*
6. *What are the payment methods that could be used*
7. *How to implement insurance claim procedures for customers*

Unit 3 Provide assistance to customers during automotive glazing work

Element 3.3 Hand over vehicles to customers

What you should be able to do:

- a) Identify any discrepancies between the completed work and the specifications, and agree appropriate action with the customer
- b) Advise the customer of any further related work that the vehicle might require
- c) Explain any restrictions on the use of the vehicle clearly and correctly to the customer
- d) Ensure that all surplus materials not required by the customer are removed from the vehicle or work site
- e) Hand over all keys and documentation belonging to the customer
- f) Process payments for the work according to standard operating procedures, and confirm that payment is secured according to organisational procedures
- g) Deal with disputes over payment in a manner that maintains goodwill, and refer them to the appropriate personnel when necessary
- h) Record information on the completion of the work in the appropriate information systems

What you should know:

Work

1. *What are the reasons why work might not always be completed to specification*
2. *What type of further work might be required for vehicles*
3. *What restrictions should be imposed on the use of the vehicle after different types of work*

Materials

4. *How to deal with surplus materials*

Payment methods

5. *How to calculate prices*
6. *How to process different types of payment method*
7. *What are the complaints and dispute procedures available to customers*

Customers

8. *Why it is important to establish and maintain goodwill with customers*
9. *What type of behaviour can affect goodwill*

Information systems

10. *What information systems should be used*
11. *Why it is important to use the information systems*

Unit 4 Prepare for work on vehicles

Commentary

This unit covers the preparation of the equipment and site for installation or repair work on vehicles. Vehicles can be cars, vans, or other commercial vehicles that do not require any special repairs or installations, ie these are the regular day-to-day types of installations and repairs. The candidate has to prepare the site, which can be the roadside, a customer's premises, or the workshop, and make it safe. The vehicle also has to be prepared for the work. The candidate has to ensure the equipment to undertake the work is available and that it is suitable for the installation. It is especially important to check on the safety of the equipment, and to ensure access to it is restricted. The materials used in the work also have to be selected and checked, and any defects or outdated materials identified. It might also be necessary to shape automotive glazing materials, eg temporary plastic materials such as polycarbonate. The schedule of work has to be checked with all relevant people.

Unit 4 Prepare for work on vehicles

Element 4.1 Prepare vehicles and work sites

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Position and immobilise the vehicle in a way that minimises danger to and from other site users
- c) Drive and operate the vehicle carefully, and request the customer to explain the location and operation of any unfamiliar controls
- d) Isolate the electrical system of the vehicle correctly when necessary
- e) Isolate the work site from hazards and allow sufficient room to work effectively and safely
- f) Protect the vehicle and materials from damage, and carefully remove and securely store any vulnerable items
- g) Identify any problems relating to the work site and the vehicle and deal with them according to standard operating procedures
- h) Record information on the preparation of the work site and vehicle in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Vehicle

3. *How different types of vehicle are operated*
4. *How vehicles should be positioned for different working conditions*
5. *What are the different methods for immobilising the vehicle*
6. *How to isolate the electrical system of vehicles*
7. *What are the methods for isolating the site from other users*
8. *What type of damage can occur to the vehicle, and which items should be removed*
9. *What type of problems can occur with the work site and vehicle, and what are the standard operating procedures for dealing with them*

Information systems

10. *What information systems should be used*
11. *Why it is important to use the information systems*

Unit 4 Prepare for work on vehicles

Element 4.2 Prepare equipment for work on vehicles

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Select the equipment that is suitable and confirm that it is available and safe for use
- c) Set up the equipment correctly
- d) Start up and shut down equipment safely and in the correct sequence
- e) Identify any problems relating to the equipment and deal with them according to standard operating procedures
- f) Record information on the preparation of the equipment in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Equipment

3. *Where to obtain information on the safe use of equipment*
4. *What equipment to use for different work activities*
5. *How to operate different types of equipment*
6. *How to avoid damaging equipment through incorrect use*
7. *How different types of equipment can be set up for different requirements*
8. *What type of problems can occur with the equipment, and what are the standard operating procedures for dealing with them*

Information systems

9. *What information systems should be used*
10. *Why it is important to use the information systems*

Unit 4 Prepare for work on vehicles

Element 4.3 Prepare materials for work on vehicles

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and confirm the requirements of the work
- c) Obtain materials of the correct specification as authorised in standard operating procedures
- d) Prepare the appropriate quantity of materials correctly
- e) Store the materials in a suitable place
- f) Replace materials at appropriate intervals using the correct stock rotation procedures
- g) Identify any problems relating to the materials and deal with them according to standard operating procedures
- h) Record information on the preparation of materials in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Materials

3. *What type of materials are required for different jobs*
4. *How to confirm the specification of materials*
5. *What quantity of materials is required for different jobs*
6. *What are the stock levels for different materials that should be maintained*
7. *How different types of material should be transported and stored*
8. *What type of problems can occur with the materials, and what are the standard operating procedures for dealing with them*

Information systems

9. *What information systems should be used*
10. *Why it is important to use the information systems*

Unit 4 Prepare for work on vehicles

Element 4.4 Shape automotive glazing materials

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and prepare a suitable location for shaping the automotive glazing material
- c) Handle and position the automotive glazing material correctly for shaping
- d) Shape the automotive glazing material correctly according to the requirement
- e) Monitor the shaping to ensure it achieves the specification
- f) Use the automotive glazing material effectively to minimise wastage
- g) Identify any problems relating to the shaping and deal with them according to standard operating procedures
- h) Record information on the shaping of the automotive glazing materials in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Automotive glazing materials

3. *What type of automotive glazing materials is used in the organisation, and what are their features*
4. *What are the methods for preparing automotive glazing materials for shaping*
5. *How to handle and position the automotive glazing materials correctly*
6. *What is the correct way of shaping automotive glazing materials for different requirements*
7. *What type of problems can occur with the automotive glazing materials, and what are the standard operating procedures for dealing with them*

Information systems

8. *What information systems should be used*
9. *Why it is important to use the information systems*

Unit 5

Install fixed automotive glazing components in vehicles

Commentary

This unit covers the installation of fixed automotive glazing components in vehicles. The fixed automotive glazing components can be windscreens, side and back glasses, and any mechanisms or electrical devices related to them. Vehicles can be cars, light vans, or other commercial vehicles that do not require any special repairs or installations, ie those that are regular day-to-day types of installation. The candidate has to prepare the apertures, ensuring glass and other components are removed, either for disposal or for refitting. The replacement components being installed then have to be positioned and secured within the aperture, using the appropriate bonding and sealing materials.

Unit 5 Install fixed automotive glazing components in vehicles

Element 5.1 Prepare for the installation of fixed automotive glazing components

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and assess any requirements that affect the installation work
- c) Remove existing materials carefully from the aperture without causing unnecessary damage to the surrounding structures and materials
- d) Store existing materials carefully for re-installation if necessary
- e) Clear all debris and surplus materials from the prepared aperture and dispose of it safely in accordance with standard operating procedures
- f) Identify any problems relating to the installation work and deal with them according to standard operating procedures

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Materials

3. *What type of materials should be removed from vehicles*
4. *How different types of material should be transported and stored*
5. *What are the methods for removing different types of material from the vehicle*
6. *What type of debris needs to be removed from vehicles*
7. *What action should be taken if dangerous materials are exposed*
8. *How to deal with surplus materials*

Standard operating procedures

9. *What are the standard operating procedures for different activities*
10. *How to obtain information on the standard operating procedures*

Problems

11. *What are the types of problems that could occur*
12. *How can different types of problem be resolved*

Unit 5 Install fixed automotive glazing components in vehicles

Element 5.2 Install fixed automotive glazing components

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Check replacement fixed automotive glazing components to ensure they are not faulty or damaged and that their installation does not restrict the use of other vehicle components
- c) Handle automotive components correctly to minimise damage, waste, and danger
- d) Fit the fixed automotive glazing components correctly and securely according to installation specifications
- e) Apply specified materials correctly to provide a secure and weatherproof installation, and ensure drainage holes are clear
- f) Ensure the operation of automotive components is restored correctly
- g) Minimise the period the vehicle is not operational
- h) Identify any problems relating to the installation work and deal with them according to standard operating procedures
- i) Record information on the installation in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Fixed automotive glazing components

3. *What is the typical range and function of fixed automotive glazing components*
4. *How to identify damaged or faulty fixed automotive glazing components*
5. *How to handle different fixed automotive glazing components*
6. *What are the correct methods for fitting different types of fixed automotive glazing component*
7. *What types of material should be used to provide a secure and weatherproof installation*
8. *What is the minimum amount of time required to complete different installations*

Work

9. *What work has to be done to meet different requirements*
10. *What restrictions should be imposed on the use of the vehicle after different types of work*

Information systems

11. *What information systems should be used*
12. *Why it is important to use the information systems*

Unit 6

Install opening automotive glazing components in vehicles

Commentary

This unit covers the installation of opening automotive glazing components in vehicles. The opening automotive glazing components are those that clearly open, and as such have mechanisms and electrical devices, as well as seals and other fixings. Vehicles can be cars, light vans, or other commercial vehicles that do not require any special repairs or installations, ie those that are regular day-to-day types of installation. The candidate has to prepare the aperture for the work, ie ensure glass and other components are removed, either for disposal or for refitting. The replacement components being installed then have to be positioned and secured within the aperture, using the appropriate materials.

Unit 6 Install opening automotive glazing components in vehicles

Element 6.1 Prepare for the installation of opening automotive glazing components

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and assess any requirements that affect the installation work
- c) Remove existing materials carefully from the aperture without causing unnecessary damage to the surrounding structures and materials
- d) Store existing materials carefully for re-installation if necessary
- e) Clear all debris and surplus materials from the prepared aperture and dispose of it safely in accordance with standard operating procedures
- f) Identify any problems relating to the installation work and deal with them according to standard operating procedures

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Materials

3. *What type of materials should be removed from vehicles*
4. *How different types of material should be transported and stored*
5. *What are the methods for removing different types of material from the vehicle*
6. *What type of debris needs to be removed from vehicles*
7. *What action should be taken if dangerous materials are exposed*
8. *How to deal with surplus materials*

Standard operating procedures

9. *What are the standard operating procedures for different activities*
10. *How to obtain information on the standard operating procedures*

Problems

11. *What are the types of problems that could occur*
12. *How can different types of problem be resolved*

Unit 6 Install opening automotive glazing components in vehicles

Element 6.2 Install opening automotive glazing components

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Check replacement opening automotive glazing components to ensure they are not faulty or damaged and that their installation does not restrict the use of other vehicle components
- c) Handle automotive components correctly to minimise damage, waste, and danger
- d) Fit the opening automotive glazing components correctly and securely according to installation specifications
- e) Apply specified materials correctly to provide a secure and weatherproof installation, and ensure drainage holes are clear
- f) Ensure the operation of automotive components is restored correctly
- g) Minimise the period the vehicle is not operational
- h) Identify any problems relating to the installation work and deal with them according to standard operating procedures
- i) Record information on the installation in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Opening automotive glazing components

3. *What is the typical range and function of opening automotive glazing components*
4. *How to identify damaged or faulty opening automotive glazing components*
5. *How to handle different opening automotive glazing components*
6. *What are the correct methods for fitting different types of opening automotive glazing component*
7. *What types of material should be used to provide a secure and weatherproof installation*
8. *What is the minimum amount of time required to complete different installations*

Work

9. *What work has to be done to meet different requirements*
10. *What restrictions should be imposed on the use of the vehicle after different types of work*

Information systems

11. *What information systems should be used*
12. *Why it is important to use the information systems*

Unit 7

Repair damaged windscreen glass in vehicles

Commentary

This unit is concerned with repairing damage to windscreen glass in vehicles, which is typically a basic resin repair. The candidate needs to be able to assess whether the repair is feasible, and consider health and safety and other legal requirements. The repair must also be likely to succeed, rather than doing any unnecessary damage. Once the feasibility of the repair is confirmed, it has to be undertaken. The repair must use the right materials, and meet all requirements.

Unit 7 Repair damaged windscreen glass in vehicles

Element 7.1 Determine the feasibility of repair to windscreen glass

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Confirm the type of windscreen damage with the customer
- c) Identify windscreen damage using approved or appropriate methods
- d) Identify correctly the zone in which the damage lies, and determine the feasibility of the work in accordance with standard operating procedures
- e) Inform customers of the appropriate action required to rectify the windscreen damage
- f) Identify any problems relating to the windscreen repair and deal with them according to standard operating procedures

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Windscreen damage

3. *What are the types of windscreen damage that can occur with the vehicle*
4. *What are the approved or appropriate methods for identifying windscreen damage*
5. *Why it is important to identify correctly the zone where the damage lies, and how this affects the feasibility of the work*
6. *What are the types of action that can be taken to rectify windscreen damage*

Customers

7. *What type of information do customers require, and why it could be important to them*

Standard operating procedures

8. *What are the standard operating procedures for different activities*
9. *How to obtain information on the standard operating procedures*

Problems

10. *What are the types of problems that could occur*
11. *How can different types of problem be resolved*

Unit 7 Repair damaged windscreen glass in vehicles

Element 7.2 Repair windscreen glass

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Use materials in the repair that are suitable for their purpose
- c) Ensure the repaired windscreen meets the customer's requirements
- d) Undertake repairs in accordance with standard operating procedures
- e) Minimise the period the vehicle is not operational
- f) Inform customers of further actions that are required when repairs are only temporary
- g) Identify any problems relating to the repair and deal with them according to standard operating procedures
- h) Record information on the repair in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Materials

3. *What type of materials are required for different jobs*
4. *How different types of material should be transported and stored*

Work

5. *What work has to be done to meet different requirements*
6. *What restrictions should be imposed on the use of the vehicle after different types of work*

Standard operating procedures

7. *What are the standard operating procedures for different activities*
8. *How to obtain information on the standard operating procedures*

Problems

9. *What are the types of problems that could occur*
10. *How can different types of problem be resolved*

Information systems

11. *What information systems should be used*
12. *Why it is important to use the information systems*

Unit 8

Shape automotive glass for installation in vehicles

Commentary

This unit requires the candidate to cut automotive glass, ie laminated safety glass, for installation in vehicles. Vehicles can be cars, light vans, or other commercial vehicles that do not require any special repairs or installations, ie those that are regular day-to-day types of installation. The dimensions of the glass have to be measured so that the correct glass size is cut. In addition, the correct type of glass has to be installed to meet various requirements (eg windscreens and side screens), including health and safety. The glass then has to be cut carefully to ensure it fits into the aperture.

Unit 8 Shape automotive glass for installation in vehicles

Element 8.1 Check the specifications of automotive glass

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and assess any complex requirements that affect the shaping of the automotive glass
- c) Ensure the measuring equipment is available
- d) Obtain the correct specification for the automotive glass
- e) Measure the automotive glass with the correct equipment
- f) Check that the automotive glass is correct within the specified parameters
- g) Ensure quality assurance requirements are satisfied

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Automotive glass

3. *What type of automotive glass is used for different purposes, and what are their features*
4. *What are the methods for obtaining the correct specification for automotive glass*
5. *What is the correct equipment for measuring different types of automotive glass*

Unit 8 Shape automotive glass for installation in vehicles

Element 8.2 Shape automotive glass for vehicles

What you should be able to do:

- a) Comply with health and safety requirements and procedures at all times
- b) Identify and prepare a suitable location for shaping the automotive glass
- c) Position the automotive glass correctly for shaping
- d) Shape the automotive glass correctly according to the specification
- e) Monitor the shaping to ensure it achieves the specification
- f) Use the automotive glass effectively to minimise wastage
- g) Identify any problems relating to the shaping and deal with them according to standard operating procedures
- h) Record information on the shaping of the automotive glass in the appropriate information systems

What you should know:

Health and safety

1. *What are the relevant health and safety responsibilities and obligations*
2. *What are the relevant health and safety procedures that need to be followed*

Automotive glass

3. *What type of automotive glass is used in the organisation, and what are their features*
4. *What are the methods for preparing automotive glass for shaping*
5. *How to handle and position the automotive glass correctly*
6. *What is the correct way of shaping automotive glass for different requirements*

Standard operating procedures

7. *What are the standard operating procedures for different activities*
8. *How to obtain information on the standard operating procedures*

Problems

9. *What are the types of problems that could occur*
10. *How can different types of problem be resolved*

Information systems

11. *What information systems should be used*
12. *Why it is important to use the information systems*

Automotive Glazing Level 2

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