



**Glass  
Qualifications  
Authority**

# Glass Operations Summary of the NVQ/SVQ Fenestration Installation & Surveying Level 3

NVQ 100/3861/9  
SVQ G7EJ 23

## WHO IS THIS QUALIFICATION FOR?

This qualification is part of an overall Level 3 national occupational standard. This qualification is aimed at those who work as installers and surveyors of glass supporting systems, which include conservatories and other external glazed structures, and advanced walling systems etc. It is not expected that installers and surveyors do the same activities: the qualification is structured to ensure that each occupation has its own group of units in a separate option group, although they both share common units in the mandatory section of the qualification. The standards cover the most important aspects of the job. This qualification is at Level 3, and should be taken by those who are experienced installers or surveyors, capable of dealing with a wide range of problems, including working with installations that have complex requirements. Candidates will often take a technical supervisory role, particularly in relation to less-experienced installers or surveyors. They will also work closely with customers and have well-developed customer service skills.

A further qualification for Fenestration Installation at Level 2 is also available.

*Candidates for this qualification could be assessed installing or surveying in the context of Windows and Doors, Curtain Walling, Screen Walling, or Conservatories.*

*Candidates for this qualification will primarily be:*

- working on customers premises
- installing glass supporting systems
- surveying glass supporting systems

*Candidates are likely to have jobs entitled:*

- Architectural Glazing Installer
- Conservatory Installer
- Curtain Walling Installer
- Installation Specialist
- Leading Hand
- Surveyor - Fenestration Systems
- Team Leader

## WHAT IS REQUIRED FROM CANDIDATES?

Candidates should achieve all 5 mandatory units listed below, plus 1 of the option groups (Option Group 1 requires 4 units, Option Group 2 requires 2 units). Candidates should prove that they can achieve 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 5 units to be taken)

- Unit 1 Promote and maintain health and safety within the working environment
- Unit 2 Improve the work of the organisation
- Unit 3 Assess the quality of glass-related materials
- Unit 4 Diagnose and rectify technical problems
- Unit 5 Plan the use of resources to meet work requirements

### Optional Units

**Candidates must choose either Option Group 1 (installers) or Option Group 2 (surveyors)**

**Option Group 1 (installers):** A minimum of 2 units from 6, 7, 8, 9, 10 **plus**  
any other 2 units from 13 to 18 (ie other than 11 and 12)

**Option Group 2 (surveyors):** Any 2 units from 10, 11, or 12

- Unit 6 Develop new work procedures
- Unit 7 Install external glass supporting structures
- Unit 8 Install complex glass supporting systems
- Unit 9 Maintain complex glass supporting systems
- Unit 10 Control the installation of glass supporting systems
- Unit 11 Identify installation requirements
- Unit 12 Produce specifications for glass supporting systems
- Unit 13 Process products and materials by shaping
- Unit 14 Prepare apertures for glass supporting systems
- Unit 15 Install glass supporting systems
- Unit 16 Install window and door units in glass supporting systems
- Unit 17 Install panels into glass supporting systems
- Unit 18 Maintain glass supporting systems



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## List of Units

<b>Unit 1</b>	<b>Promote and maintain health and safety within the working environment</b>	<b>Unit 10</b>	<b>Control the installation of glass supporting systems</b>
Element 1.1	Maintain the health and safety of individuals	Element 10.1	Monitor the installation of glass supporting systems
Element 1.2	Minimise injury to individuals and damage to property in an emergency	Element 10.2	Provide advice and guidance on the installation of glass supporting systems
Element 1.3	Promote health and safety in the working environment		
<b>Unit 2</b>	<b>Improve the work of the organisation</b>	<b>Unit 11</b>	<b>Identify installation requirements</b>
Element 2.1	Improve the effective use of resources	Element 11.1	Establish a customer's requirements
Element 2.2	Obtain and provide information	Element 11.2	Agree the work with the customer
Element 2.3	Develop and maintain good working relationships		
<b>Unit 3</b>	<b>Assess the quality of glass-related materials</b>	<b>Unit 12</b>	<b>Produce specifications for glass supporting systems</b>
Element 3.1	Identify the characteristics and features of the glass-related materials	Element 12.1	Prepare graphical technical information for glass supporting systems
Element 3.2	Detect a variation in the quality of glass-related materials	Element 12.2	Prepare text-based technical information for glass supporting systems
Element 3.3	Identify the causes of variations in the quality of glass-related materials		
<b>Unit 4</b>	<b>Diagnose and rectify technical problems</b>	<b>Unit 13</b>	<b>Process products and materials by shaping</b>
Element 4.1	Investigate technical problems	Element 13.1	Prepare products and materials for processing
Element 4.2	Diagnose the causes of technical problems	Element 13.2	Shape products and materials during processing
Element 4.3	Rectify technical problems		
<b>Unit 5</b>	<b>Plan the use of resources to meet work requirements</b>	<b>Unit 14</b>	<b>Prepare apertures for glass supporting systems</b>
Element 5.1	Identify the work that needs to be achieved	Element 14.1	Remove components and materials from apertures
Element 5.2	Utilise resources to achieve work requirements	Element 14.2	Restructure or create apertures
Element 5.3	Monitor the progress of work	Element 14.3	Provide new surface finishes
<b>Unit 6</b>	<b>Develop new work procedures</b>	<b>Unit 15</b>	<b>Install glass supporting systems</b>
Element 6.1	Assess the requirements of the work	Element 15.1	Position and secure glass supporting systems
Element 6.2	Specify new work procedures to meet requirements	Element 15.2	Complete the installation of glass supporting systems
<b>Unit 7</b>	<b>Install external glass supporting structures</b>	<b>Unit 16</b>	<b>Install window and door units in glass supporting systems</b>
Element 7.1	Erect external glass supporting structures	Element 16.1	Prepare and position window and door units
Element 7.2	Secure window and door units into external glass supporting structures	Element 16.2	Secure window and door units in glass supporting systems
Element 7.3	Reinstate surface finishes, fixtures, and fittings	Element 16.3	Reinstate surface finishes, fixtures, and fittings
Element 7.4	Complete the installation of external glass supporting structures	Element 16.4	Complete the installation of window and door units
<b>Unit 8</b>	<b>Install complex glass supporting systems</b>	<b>Unit 17</b>	<b>Install panels into glass supporting systems</b>
Element 8.1	Position and secure complex glass supporting systems	Element 17.1	Secure panels into glass supporting systems
Element 8.2	Complete the installation of complex glass supporting systems	Element 17.2	Complete the installation of panels
<b>Unit 9</b>	<b>Maintain complex glass supporting systems</b>	<b>Unit 18</b>	<b>Maintain glass supporting systems</b>
Element 9.1	Dismantle complex glass supporting systems	Element 18.1	Dismantle glass supporting systems
Element 9.2	Maintain complex installations	Element 18.2	Maintain installations
Element 9.3	Reinstate glass supporting systems	Element 18.3	Reinstate glass supporting systems