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## Overview

The aim of this standard is to provide the learner with the knowledge and skills to be able to contribute to the improvement of the organisation through the effective use of resources, manpower, communication methods and working relationships within the glass or glass related working environment. You should be able to identify improvement opportunities, share information effectively, work constructively with colleagues, and contribute to better business processes and safer working practices.

This standard is for you if you work in the Fenestration and Glazing Industry and have the skills, knowledge and opportunity to look at and suggest ways to improve performance or business processes.

## Performance criteria

### *You must be able to:*

1. identify potential improvements within the glass related working environment
2. identify hazards specific to glass handling including manual handling, cut hazards, breakage, pinch points, falling objects, chemical exposure, noise and dust
3. research how potential improvement can be implemented and benefits gained from this
4. contribute to collaborative work such as discussing potential improvements, updating reports, briefing others, or preparing shared project documents
5. adapt communication to match different audiences such as installers, surveyors, fabricators, health and safety representatives and customers
6. put together a plan for making the improvements suggested
7. clearly communicate hazards or operational improvements to colleagues and customers using structured methods in line with organisational requirements
8. demonstrate that you can communicate using a wide range of methods such as:
  - 8.1 toolbox talks
  - 8.2 face to face conversation
  - 8.3 written notes
  - 8.4 sketches/drawings
  - 8.5 phone
  - 8.6 email and digital platforms
9. use consistent technical terminology
10. share up to date information on risks, changes, site conditions, specification updates, and incidents
11. encourage two way communication by asking questions, confirming understanding, and checking assumptions
12. when communication must be escalated and the processes and systems for doing this
13. report faults, near misses, and safety concerns in line with standard operating procedures (SOPs)
14. review new improvements made to see if they have had an impact on the organisation and make required amendments

## Knowledge and understanding

### *You need to know and understand:*

1. what information must be shared for hazards, changes to job specifications, delays, resource requirements, customer instructions in line with SOPs
2. who needs the information and why
3. why information sharing matters and how communication reduces accidents, improves team efficiency, prevents mistakes, and supports compliance
4. what communication methods and tools can be used to different audiences and why this is important
5. types of information that must be communicated in glass or glazing activities
6. benefits of good communication
7. key sector specific safety regulations
8. risk factors unique to the glass and glazing industry
9. how to handle, store and move glass and materials in line with SOPs and why this is important
10. techniques that prevent breakage, injury, or product damage
11. how to minimise waste, reuse and recycle surplus materials in line with SOPs and regulatory requirements
12. monitoring material use according to SOPs
13. signs that workers may be fatigued or under stress and the routes to raise wellbeing concerns in line with organisational procedures and requirements
14. why proactive safety behaviours protect people, reduce incidents and can improve business outcomes
15. how improved communication reduces rework, waste, and incidents
16. how to identify improvement opportunities
17. how to research and evaluate improvements by assessing viability, cost, safety implications and potential benefits
18. how to review improvements including monitoring whether changes work, checking effectiveness, and adjusting them where they do not deliver expected outcomes
19. characteristics of good working relationships
20. benefits of good working relationships
21. benefits of good customer relationships

GQAFEN16

Improve the work of the organisation in a glass or glass related working environment



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**Relevant Occupations** Glaziers Window Fabric and Fitters

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**Suite** Fenestration Installation

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