Stand out from the crowd by giving great service

Go out of your way and provide great service by being equipped with the practical skills and knowledge to confidently connect with your valued customers. Learn how to communicate effectively, respond and handle your customers complaints. Deal with difficult situations promptly and efficiently. Address their needs, wants and expectations by building rewarding long relationships.

Connect with your customers

- Understand and appreciate your customers
- Acquire the fundamental principals of customer service
- Discover who they really are
- Use effective communication to create the mutual bond, respect, and trust
- Apply the right skills, and attitude

Go the extra mile

- Engage with your customers and show you care
- Give them your personal “human” touch
- Discover how they want to be served
- Understand the benefits of good customer service versus the costs of bad customer service

and...

- Showcase the benefits and value of customer service
- Find ongoing opportunities to promote your business
- Turn negative feedback into positive opportunities
- Use social media to stay connected
- Develop the right mindset
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Cover image of One Central Park residential and commercial complex Sydney. Photography supplied by Frasers Property Australia.
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About Glass and Glazing in Australia

Australia has approximately 11,000 glaziers across the industry and contributes $4.5 billion annually to the national economy. Business are located in all states and territories in Australia, with almost half operating in regional and remote areas.

The Australian Glass and Glazing Association (AGGA) is the industry’s peak organisation. The association promotes and encourages trade and business interests of its members and provides them with information and advocacy services on all aspects of glass, including energy efficiency, Australian Standards, safety compliance and skills training.

The Accredited Company Master Glazier program is run with a 'Continuing Professional Development' (CPD) program that is available to all qualified (or in training) glaziers, irrespective of whether they are employed by a member company. The program will provide a defined career path that starts with an Apprentice becoming a qualified glazier, then moves on to becoming a Certified Glazier, with the aim/option to eventually becoming a Master Glazier.

A number of programs are conducted by AGGA throughout the year, such as mentoring programs for employees, customer service, training management and training of employees as workplace trainers, AS1288 and IGU training to name a few. For a full list visit agga.org.au

AGGA’s role is to also provide the opportunity for prospective apprentices and employers to participate in a challenging and rewarding career.
In May 2013, AGGA launched a national mentoring initiative called the Australian Glass Industry Mentoring Initiative (AGIMI) in partnership with the Australian Government. This national project included metropolitan, rural and regional areas. The aim was to identify, support and provide mentoring to Australian apprentices across the glass and glazing industry throughout their training. The program then expanded to include all employees and continues to support workers in the glass industry to achieve more fulfilling roles.

The aim of the AGIMI is to

- Increase the retention rates of apprentices in the industry
- Support women and indigenous apprenticeships to complete the apprenticeship program
- Improve employer support for apprentices and existing workers
- Help apprentices to successfully complete their apprenticeships
- Encourage the supply of skilled workers into the industry.

The glass industry now has over 170 Embedded Mentors across Australia. Mentoring is essential in helping employees to achieve their full potential during their working lives.

Mentors have the ability to assist the workers to understand tasks and functions, boundaries and structures within the working environment and to provide access to relevant information via discussion and feedback.

Mentors work with employees on a one-to-one basis to ensure they are supported in their ongoing studies or research. They also liaise with Registered Training Organisations, government agencies and employers to ensure apprentices and existing workers are supported and encouraged throughout their working life.

The program is coordinated through the ‘Mentor Management System’ (MMS) which is used to monitor and coordinate meetings and activities of Embedded Mentors and their mentees.

Outcome to date

- Increased retention rates from 41% to 55%
- Increased female participation by 5%
- Increased indigenous employment by 4%
- Over 170 Embedded Mentors in member businesses
- Over 700 apprentices being mentored
- Recruitment rate increased by 25.8% in 2013-2014.

For details on how to become a mentor go to the AGGA website aggamentors.com.au
Master Glazier Continuing Professional Development

The Accredited Company Master Glazier program is run as a stand-alone program which is available to all active or in training glaziers, whether they are employed by a member or non-member company. This is to encourage a larger proportion of the industry to participate and encourage more companies to be involved with the glass industry’s development and growth.

The program provides a defined career path that starts with an apprentice, moves on to becoming a Qualified Glazier, with the aim to eventually achieving either Certified or Master Glazier status. Glaziers can select at which level they become involved in the program based on the following criteria.

Apprentice Glazier
Currently undertaking a Certificate III in Glass and Glazing course with a Registered Training Organisation. Apprentices can apply to be registered on the Master Glazier program at no cost. Apprentices will not be required to undertake any additional CPD as they are already studying. Their participation in the program will be free of charge and they will be provided with a GA Magazine and be notified of other events that are running in their area. The aim is to ensure apprentices in the glass industry are made aware of the association at an early stage and understand the career path available and CPD program requirements. They become ‘Qualified Glaziers’ upon successful completion of their Certificate III in Glass and Glazing.

Certified Glazier
Must have completed a Certificate III in Glass and Glazing (or equivalent*) and have post-trade experience. They will also need to supply 2 industry references and a completed Portfolio (supplied by AGGA). Before Certified Glazier status is awarded the applicant may take part in a telephone interview. To maintain status the Certified Glazier will need to participate in the CPD program which will require achieving 10 CPD points per year. A Certified Glazier ID card will be issued to all successful applicants.

*Note: Equivalent includes Certification issued by State TAFE’s prior to the Trade Training Package release.

Completion of a Certificate IV in Glass and Glazing can also be used as 1 of the areas of specialisation to achieve Master Glazier status. A Master Glazier ID card will be issued to all successful applicants.

To maintain Master status ongoing participation in the CPD program is required with 10 CPD points required per year.

Application Process
All applications for both Certified and Master Glazier status will be lodged by using AGGA documentation through the AGGA process. Applications will also be able to be lodged through the AGGA online application system.

Review of applications will be conducted within a target time of 4-5 weeks from lodgement of application and results sent to the applicant once determined. Should the application not be successful the applicant will receive the reason why and what is required to complete the application successfully. Go to agga.org.au for Certified and Master Glazier application forms and portfolios or email patrick@agga.asn.au

Any of the units nominated as specialisation may include those achieved on the original Certificate III in Glass and Glazing used to gain the initial trade qualification. Any nominated specialisation will be mapped to units of competency within the Certificate III and Certificate IV in Glass and Glazing with an assessment confirming a high level of expertise. Units from the Diploma in Stained Glass can be used as additional training or CPD points.

Areas of specialisation could include (but are not limited to):
- Window repair and replacement
- Shower screens
- Pool fencing and balustrades
- Splashbacks
- Frameless assemblies
- Window fabrication
- Glass processing
- IGU manufacturing
- IGU installation
- Certificate IV in Glass and Glazing (any stream)
- Leadership
- Estimating
- Stained glass design and install
- Window fabrication.

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The AGGA Master Glazier CPD Program

Continuing Professional Development (CPD) is defined as further education following completion of either formal or informal training. CPD consists of any educational activity which helps to maintain, develop or increase knowledge, problem-solving, technical skills or professional performance standards.

CPD programs can include any formal activity such as relevant short courses offered by Registered Training Organisations (RTOs); attending conferences; formal external training e.g. certificate or non-certificate courses; CPD approved in-house training sessions; technical or product demonstrations/workshops run by product suppliers; reading trade journals and searching industry websites; mentoring; active participation in relevant AGGA committees to name but a few!!

How to Achieve Points

Ten points must be accrued each year. Only AGGA member RTO training will be allocated points for CPD recognised training in the glass and glazing sector. Attaining the required CPD points is broken down into two parts - 60% must be gained via training and 40% via recognised activities or additional training.

Apprentice Glazier
• Currently completing Certificate III in Glass and Glazing – no CPD required.

Certified Glazier
• Completed Certificate III in Glass and Glazing
• Experience in the glazing sector
• 10 CPD points per year (20 points can be gained over 2 years).

Master Glazier
• Completed Certificate III
• 10 years glazing experience
• Demonstrated expertise in 2 specialist areas minimum
• 10 CPD points per year (20 points can be gained over 2 years).

There is a comprehensive list of CPD options available, from formal training workshops to conferences to online learning options. See Appendix 1.

Go to www.agga.org.au for online application forms & portfolios
Master Glazier Management
The program is managed by the AGGA Training department and is delivered as part of the overall glass industry training strategy. A specific software program has been developed to manage:
- Registrations
- Ongoing CPD records
- Training delivery
- RTO participation
- Financials.

This program will also monitor training activities with participating RTOs and suppliers to capture all registrations at recognised CPD workshops.

Suitable documentation and a document registry have been developed to ensure accuracy of evidence supplied by applicants and to ensure documentation is up-to-date.

For a more in-depth view of how CPD works, register for a member information workshop in your area. For dates and locations either call AGGA on 03 8669 0170 or email agga@agga.asn.au.

Australian Apprenticeship Support Network
On behalf of the Federal Government, Australian Apprentice Support Network members are responsible for signing up apprentices and trainees into the correct qualification, organising subsidies and in some cases mentoring at-risk apprentices. AGGA, on behalf of its members, has developed a list of preferred Australian Apprenticeship Support Networks (AASNs). The reason behind this process is that on occasions members’ apprentices have been signed into the wrong trade program, with the wrong training provider (or both) and the required paperwork has been incorrectly completed causing delays to the sign-up and extra time required by the member. Due to the complexity of the sign-up, some members have not fully understood the apprenticeship program and the sign-up process. AGGA’s role is to also assist members to increase apprenticeship sign-up, part of which includes working with recommended AASNs and RTOs in each State. The selected AASN’s will also work with AGGA in offering mentoring support under the AGGA Mentor program. AGGA Training has developed national agreements with selected AASNs. This will:
- Streamline the signup of apprentices and trainees for members at a State level
- Ensure that AGGA members’ requirement for a specific training provider and qualification is adhered to
- Support the Mentor program, and
- Provide assistance to members throughout the duration of the apprenticeship or traineeships.

Information regarding apprenticeship requirements and funding can be found on the AGGA website under Training – Apprentice and Trainee Info.

See Appendix 2 for recommended AASNs in your State or Territory.
Girls in Glass

Glass and glazing is an industry where women of all ages are starting to make an impact but there is still a shortage of qualified women in the industry. It is still considered to be one of the ‘non-traditional’ trades for females. AGGA’s role is to provide employment pathways for women who wish to enter the industry by providing apprenticeship and training opportunities.

Girls in Glass Program
The Girls in Glass program was designed to encourage young women to join the glass and glazing industry. The glass and glazing industry is currently experiencing an overall skills shortage and offers great career opportunities for females interested in the following:

- Computers and Technology
- Creativity, Architecture and Design
- Environmental Design
- Working in Hands-On activities
- High Attention to Occupational Health and Safety (OH&S).

Girls in Glass videos are available featuring successful women in the glass industry. For free copies please email agga@agga.asn.au.

A Course in Glass and Glazing

The Certificate III in Glass and Glazing (MSF30413) and Certificate IV (MSF40413) are offered through Registered Training Organisations (RTOs). To be able to attend the Certificate III course you will need to have skills in reading and writing, have completed up to Year 10 maths or have the equivalent skills to complete the work.

Job roles fall into the commercial, industrial and residential categories and include areas as diverse as manufacturing and processing, handling and installation, decorative glass e.g. stained glass and decorative architectural glass creation.

The course describes the knowledge and skills required to perform a range of job roles in glass and glazing. This includes:

- Manufacturing
- Handling and safety procedures
- Processing
- Handling glazing materials and components
- Moving and installing various types of glass
- Handling of glass
- Use of machinery
- Lead lighting
- Glazing
- Fabrication and assembly of metal frames
- Installation of shower screens
- Installation of mirrors
- Installation of splashbacks
- Safety procedures.

Go to www.training.gov.au for up-to-date information on Certificate III in Glass and Glazing. For the present structure go to page 11 in this Master Glazier Training Guide.

Or call AGGA on 03 8669 0170.

Recognition of Prior (RPL) Learning

You may have been working as a Glazier but have no formal qualification. We can now have your skills recognised and achieve your trade qualification through RPL.

Speak to your RTO for more information on understanding the process or contact AGGA Training. See Appendix 5 for a typical RPL process.
Certificate III in Glass & Glazing MSF30413
Trade Qualification Structure

This qualification describes the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components.

The MSF30413 Certificate III in Glass and Glazing reflects vocational outcomes for those performing glass processing, glazing or architectural glass functions in residential and commercial operations and could include manufacturing, processing, installation and stained glass and leadlighting design.

Job roles are defined in a range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Specialisation is possible in this qualification depending on the electives chosen. A specialisation can be identified where a minimum of 6 elective units of competency are achieved in one of the three elective groups. The units chosen must include those marked with ‘#’ in each specialist group:

- **Group A – OH and S requirements (all streams)**
- **Group B – Glass Processing**
- **Group C – Glazing**
- **Group D – Architectural Stained Glass**

A training plan should be developed with the employer and RTO to ensure the skills learned are relevant to the employer’s requirements.

Where specialisation is achieved, RTOs should identify this as follows:

MSF30413 Certificate III in Glass and Glazing - Specialising in Glass Processing or Glazing or Architectural Stained Glass

To be awarded Certificate III Glass and Glazing completion of 11 Core Units and 13 Elective Units must be achieved.

See Appendix 3 for Core and Elective Units.
Skills Needed to Be a Glazier

The following is an overview of what skills are required by prospective apprentices to complete the Certificate III in Glass and Glazing.

Communication skills
- complete written documents, forms and timesheets
- use communication technologies efficiently
- demonstrate effective and appropriate communication and interpersonal skills when dealing with people from a range of backgrounds
- read, interpret and communicate production schedules
- communicate with all team members.

Working well with others - Teamwork
- work cooperatively with people of different ages, gender, race or religion
- liaise with and provide support to other team members
- work as part of a team
- keep team members informed of changes to work practices
- identify team performance required to meet customer needs
- provide leadership to others in the team
- encourage the sharing of information between team members
- plan and support team activities.

Problem solving
- identify and report problems and make contributions to their solution
- investigate causes of problems
- implement changes
- examine tools for damage, missing components or other defects
- identify and promptly address problems or issues
- assess quality of work pieces
- determine effective work practices
- provide problem solving support to team members
- problem solve machine operational and maintenance requirements.

Be able to show initiative and enterprise
- seek and provide feedback on procedures
- gather and analyse information
- record information on the quality and other indicators of production performance
- adjust and implement production schedule changes
- provide leadership
- identify and implement process improvements
- coordinate work activities and manufacturing processes
- monitor workplace performance
- use analytical and decision making skills.

Planning and organising in the workplace
- identify hazards and implement appropriate hazard control measures
- organise self and others to meet production schedules
- identify and rectify stock shortages in advance
- sequence work to maximise safety and productivity
- select and use appropriate tools and equipment
- determine materials, quality and production requirements
- apply time management skills to ensure work flow.

Self-management of knowledge and work procedures
- interpret and apply relevant acts and regulations
- keep the work area clean and tidy at all times
- conduct regular housekeeping activities
- understand own work activities
- manage own time and establish own work schedule
- develop and implement workplace procedures and instructions
- locate, interpret and apply information relevant to own work
- monitor and evaluate own work quality
- accept responsibility for quality of work.
Learning and personal development in work role

• develop learning activities as appropriate
• assess competencies in meeting job requirements
• identify own training needs and seek skill development if required
• listen to feedback from others
• identify sources of information to expand knowledge and understanding
• identify and address skill development needs of others in the team.

Technology

• use software applications effectively
• properly start up, operate and shut down computers
• work with technology safely and according to workplace standards
• establish procedures
• carry out pre-operational checks on equipment and machines
• operate equipment and machines safely, efficiently and to productivity requirements
• monitor and adjust machine functions
• perform machine maintenance as determined by workplace procedures
• clean and check equipment and machines.
Choosing a Registered Training Organisation (RTO)

RTO Obligations
To access AGGA CPD Points you must use an AGGA Member RTO for formal training in the glass and glazing sector.

Registered Training Organisations are required by law to advertise their services accurately and ethically. This means they must provide you with certain information before you enrol or enter into an agreement. To ensure prospective apprentices and employers receive the best service from a chosen RTO, there are questions to be asked and research to do before selecting an RTO. AGGA member RTOs are working with AGGA and have committed to delivering high-quality programs for apprentices in line with the Master Glazier program. See page 16 for more information on AGGA member RTO's.

Following is a list of questions that has been provided to assist prospective apprentices and employers in their research.

RTO questions
There are some questions you need to ask in order to decide whether the RTO is the best one for you. Use the following as a checklist:

1. Are they an AGGA Member Registered Training Organisation (RTO)?
2. What is their registration number?
3. What type of training assessment do they offer?
4. What support services do they offer?
5. How and when is the training delivered?
6. What are your rights and obligations?
7. How do you give feedback or make a complaint?
8. What happens if your job ends?
9. What is the full (out of pocket) cost?

The RTO will need to be able to answer all of these questions to your satisfaction. More detailed questions can be found on page 15. You should ‘customise’ the questions for your particular situation.
Details of program delivery
The following questions may be asked:
1. What units of competency will be attained from the training?
2. What jobs will the training lead to?
3. What are the job prospects on completion of the training?
4. In addition to undertaking training, is there anything else I could consider to improve my chances of finding a job in the glass industry?
5. What is the total cost of the training, including any additional fees?
6. What is the refund policy?
7. Does the training lead to an Australian Qualifications Framework qualification?

Refund policy
All service RTOs are required to have a refund policy. Make sure a copy of the refund policy is asked for and provided. Ask for a copy of the policy and if refused a formal complaint can be made.
For more information contact AGGA on 03 8669 1070.

Simulated work environment (also known as Block Release)
Does the RTO have a simulated work environment, that is, a space set up to be a workshop where you can learn and practice new skills?
- Will a simulated environment be used to replicate a workplace?
- If so, how realistic is it? For example, is it well equipped with tools and safety gear?

Workplace training (on the job)
If workplace training is to be included as part of the course
- Will the RTO conduct the training or will the employer?
- Does the student need to contact employers to organise their own work placements?

Support services
Does the RTO have any support services? What are they and how does the student find them if:
- Help is needed with literacy or numeracy
- Help is needed with language skills
- Assistance is required with any other issues which may affect study
- Support is needed via a Mentoring program

Is the RTO a participant in the Australian Glass and Glazing (AGGA) Master Glazier and Mentoring program.
You can either register for mentoring with the RTO or contact AGGA Training directly to register for mentoring support on 03 8669 1070. This is a free support service.

Online training
Ask the following questions, if some or all of the education or training services are offered online:
1. What are the technological requirements?
2. What computer software will be needed?
3. What download speeds are required?
4. What level of computer literacy is required?
5. Is there a helpdesk for technical issues?
6. Is there trainer support for the course?
   When is it available?
7. How will the assessment be conducted?
8. What steps does the RTO take to ensure the person participating in the online activities is the person enrolled in the course?
9. Are there any additional fees for online training?
10. Any other queries?

Some final points
Just to be on the safe side, you need to make sure all options are covered and these final points are considered:
- Ask the RTO to explain anything which is not clearly understood
- Discuss the conditions of enrolment with a friend or colleague to be certain they are right for you and your employer
- Always ask for a receipt when fees and other costs have been paid. Check to make sure it is correct and then keep it in a safe place. You may be able to claim it for work-related expenses in your tax return
- Keep all of the paperwork associated with enrolment in the same place
- Attend any Open Days the RTO may have during the year where an information session can be attended or someone spoken to directly.

This information has been compiled to ensure prospective Apprentices and employers are aware of the best glass and glazing course to meet their needs.

For more information
Australian Glass and Glazing Association (AGGA)
Tel: 03 8669 1070 or email agga@agga.asn.au
AGGA Member Registered Training Organisations (RTO)

What is an RTO?
Registered Training Organisations (RTOs) are those training RTOs registered by ASQA (or in some cases a State regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.
The Training.gov.au website is the national register which contains relevant information about Registered Training Organisations (RTOs), recognised training products and the approved scope of each RTO to deliver nationally recognised training as required in national jurisdictional legislation within Australia.

What are the advantages of using Registered Training Organisations?

Only RTOs can
- Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications
- Apply for Australian, State and Territory funding to deliver vocational education and training.

RTOs can offer qualifications at the following levels
- Certificates I, II, III and IV
- Diploma
- Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma.

Which RTOs are regulated by ASQA?
ASQA is the regulatory body for RTOs in the Australian Capital Territory, New South Wales, the Northern Territory, Queensland, South Australia and Tasmania. ASQA also regulates RTOs in Victoria and/or Western Australia which offer courses in any of the following States, the Australian Capital Territory:
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania.
This includes offering courses online or to overseas students studying in Australia.
For students in Victoria and Western Australia, check with ASQA to find out who is responsible for the regulation of your RTO.
Contact the ASQA info line on 1300 701 801 or email enquiries@asqa.gov.au.

Which RTOs are members of the AGGA?
AGGA members RTOs include:
- SWSI (South Western Sydney Inst of TAFE) - New South Wales
- TAFE SA – South Australia
- Homesglen Institute – Victoria
- Go TAFE – Victoria
- Skills Tec TAFE – Queensland
- Progressive Training – Western Australia
- Gimbal Construction – NSW, Queensland, Victoria and Western Australia
- Upskilled (Business Skills) – All States and Territories
- Improve Group – Queensland, NSW, Tasmania, Western Australia and Northern Territory.

In using an AGGA member RTO, you benefit more as they work with AGGA to add additional value to students in the glass and glazing sector.
NOTE: Only AGGA member RTO courses in the glass and glazing sector attract CPD points in the Accredited Company Master Glazier program.
Details and information on each AGGA Member RTO can be found on the following pages.
Gimbal Training
RTO No. 32201

States where training is delivered – QLD/NSW/VIC/WA

QLD – Unit 21/7-9 Activity Cres, Molendinar QLD 4214
NSW – 9 Durian Place, Wetherill Park, NSW 2164
VIC – 370 Thompson Road, North Geelong VIC 3215
WA – 1/10 Tidal Way, Bibra Lake WA 6163

www.gimbalgroup.com.au Ph: 1300 446 225

Gimbal Training offers nationally recognised courses and qualifications through our network of offices in QLD, NSW, VIC and WA.

With an extensive scope of short courses and qualifications, we provide recognition of prior learning (RPL), apprenticeship training and face-to-face pathways to help individuals and organisations achieve their goals by providing:

- flexible training and assessment services
- on-site or classroom-based delivery options
- personalised pathways to gain a qualification
- on-the-job, industry-based training.

**Type of courses offered**

- Block release
- On the job
- Online units
- Combined flexible delivery

**RPL Process**

**What is Recognition of Prior Learning (RPL)? (Skills Assessment)**

Many people with trade skills and experience do not have formal qualifications. RPL is a process allowing you to gain a Nationally Recognised Qualification or Statement of Attainment, by recognising your existing skills and knowledge obtained through your work, education, training and everyday life experiences.

**Why apply for RPL?**

While it is not always necessary to have a trade qualification to work, more and more organisations and consumers will only engage people who have a trade certificate or are trade qualified.

**Qualification online**

- Certificate III in Glass & Glazing
**Program Name: Certificate III in Glass & Glazing**

**Program Overview**
This qualification describes the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components. The MSF30413 Certificate III in Glass and Glazing reflects vocational outcomes for those performing glass processing, glazing or architectural glass functions in residential and commercial operations and could include manufacturing, processing, installation and stained glass and leadlighting design.

**Entry requirements**
Nil.

**Who should attend?**
New entrants to the industry and existing workers.

**Course duration**
RPL – 2-4 weeks
Apprenticeship – 6 months to 4 years.

**Type of training delivery available for this program**
- Block release
- On the job
- Online units
- Combined flexible delivery

**Assessment process**
The program is delivered on-the-job, where emphasis is placed on providing hands-on, practical training. Delivery and assessment are also flexible, and depending on requirements, you can be assessed at times that suit you, including weekends and after hours.

Upon successfully completing this program, you will be eligible to receive the nationally endorsed Certificate III in Glass and Glazing. Graduates may further studies in the Diploma of Building and Construction (Building).

See Appendix 3 for Core and Elective Units.

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**Program Name: Certificate IV in Building and Construction (Building)**

**Program Overview**
The Certificate IV in Building and Construction (Building) is a starting point for those wanting a career as a builder, supervisor, manager, or leading hand. Gimbal Training’s Certificate IV in Building and Construction is made up of 16 Units of Competency – (13 core Units and 3 Elective), which covers building construction theory and practices related to low-rise buildings, in a more flexible schedule.

**Entry requirements**
Nil.

**Who should attend?**
Existing workers in the construction industry.

**Course duration**
The proposed program duration is six (6) months, however course delivery still depends on client needs and schedule. Training pace varies according to the following:
- recognition of prior experience
- requirement for full qualification or selected units
- customisation / contextualisation requirements of client/s
- blended delivery arrangements
- client’s previous units of equivalency.
**Program Name: Managing a Small Business**

**Program Overview**
A successful business depends on two things: quality driven technical skills and services, and sound business management. Whilst our three-day workshop doesn’t, in itself, fully cover the necessary formal evidence requirements for these units, it does lay the foundation for them. We expect that as part of the natural course of business development and its daily operations, the balance of evidence would evolve within a six-to-twelve-month period.

The full qualification comprises four core units and six electives. With the combination below and one unit from a Certificate III qualification, the participant then only has three electives to complete to attain the full Certificate IV in Small Business Management.

**Entry requirements**
Nil.

**Who should attend?**
Small business owners in the construction industry.

**Course duration**
This three-day workshop addresses the critical components of managing a small business. Flexible learning options with individual mentoring and support are also available.

**Type of training delivery available for this program**
- Block release
- On the job
- Combined flexible delivery

**Assessment process**
The program is delivered via a blended model incorporating face-to-face and on-the-job training, where emphasis is placed on providing hands-on, practical training. Delivery and assessment are also flexible, and depending on requirements, you can be assessed at times that suit you, including weekends and after hours.

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**Program Name: Certificate IV in Work Health and Safety**

**Program Overview**
Workplace health and safety (WHS) impacts every industry in Australia and for the Glass & Glazing Industry it is paramount.

The program addresses relevant units from the Certificate IV in Work Health & Safety BSB40415. Whilst the five-day workshop doesn’t, in itself, fully cover the necessary formal evidence requirements for these units, it does lay the foundation for them. The balance can be completed through a post-course assignment or, as is expected, through recognition for the current processes and practices you have in the workplace now. We expect that as part of the natural course of business development and its daily operations, the balance of evidence would evolve within a six-to-twelve-month period. Once successfully completed, participating members will attain the Certificate IV in Work Health & Safety BSB41415.

The full qualification comprises five core units and five electives (one of which may come from a Certificate III Trade Qualification or two units can come from another Certificate IV qualification).

**Entry requirements**
Nil.

**Who should attend?**
Small business owners and workers in the construction industry.

**Course duration**
This five-day workshop addresses the critical requirements for safety in the workplace. Learn how to improve work practices, reduce risk and increase business performance with the nationally recognised Certificate IV in Work Health & Safety BSB41415. Flexible learning options with individual mentoring and support are also available.

**Type of training delivery available for this program**
- Block release
- On the job
- Combined flexible delivery

**Assessment process**
The program is delivered via a blended model incorporating face-to-face and on-the-job training, where emphasis is placed on providing hands-on, practical training. Delivery and assessment are also flexible, and depending on requirements, you can be assessed at times that suit you, including weekends and after hours.
Progressive Training (WA) Pty Ltd
RTO No. 5274

Progressive Training (WA) Pty Ltd
8 Grosvenor Close, Woorree WA 6530

States where training is delivered - Glass and glazing apprentice training is delivered in WA only. All of our other training products as listed on our scope at www.training.gov.au are also delivered in WA. However, some of these are also delivered in the other States, the ACT, and the Northern Territory and overseas.

For more information on enrolments, fees and course units please contact Progressive Training on admin@progressivetraining.com.au

www.progressivetraining.com.au  Ph: (08) 9964 9497

Progressive Training (WA) Pty Ltd is a privately owned registered training organisation (RTO No 5274) based in Geraldton, Western Australia, providing quality endorsed, national training and consultancy services. Founded in 1997, Progressive Training (WA) Pty Ltd has developed a diverse clientele based on:

- A ‘Training from within’ approach
- Quality of service that meets individual requirements at the location of need
- Diversity of service provision
- A willingness to give back to the community through sponsorship.

Progressive Training (WA) Pty Ltd is registered with the National Regulator ASQA. Delivery of glass and glazing training is conducted in WA in partnership with glass processing and manufacturing industry leader, Glass Co.

This is a unique and proven approach achieving excellent results. Additionally, we also provide a varied range of other training products and services Australia-wide and overseas including areas such as management, leadership, work health and safety, polymer welding, machine operation and high-risk licence training. We work directly with our clients to achieve training solutions to meet their needs. We are proud to facilitate in partnership the knowledge, skills, and attitudes that establishes a culture of ‘training from within’.

Type of courses offered

- On the job
- Combined flexible delivery
- Face-to-face delivery

RPL Process

Progressive Training (WA) Pty Ltd provides RPL services to eligible participants for all qualifications listed on our scope. Full details of the process and related costs will be provided on application.

All glass and glazing RPL applications are assessed in cooperation with our industry partner, Glass Co. All evidence submitted by a candidate is fully assessed by qualified industry experts.
Program Name: MSF20413 Certificate II in Glass and Glazing

Program Overview
This qualification will prepare you with the practical skills and knowledge to enter into an apprenticeship in the glass and glazing sector. You will learn skills that enable you to measure and calculate, process glass by hand or machine and the use of power and hand tools. You will learn about working safely, communicating effectively in the workplace and organising your work. As part of this qualification you will undertake a supervised work placement where you will be able to apply the skills and knowledge you have learned.

Entry requirements
This qualification may be accessed by direct entry. There are no pre-requisites or entry requirements for this course; however, participants will require basic English and maths skills to enter the program. Interviews will be held to determine suitability of this course for participants who apply to undertake the course.

Who should attend?
The MSF20413 Certificate II in Glass and Glazing qualification is typically used to develop skills and knowledge in basic glass and glazing techniques that include employment-related skills, as well as preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. It is an ‘entry-level’ program and once successfully completed will prepare participants to pursue an apprenticeship in the Glass and Glazing industry or other allied trades.

Course duration
398 nominal hours

Type of training delivery available for this program
- On the job
- Combined flexible delivery
- Face-to-face delivery

Assessment process
A range of assessment processes will be used including:
- Verbal/written assessment/s of underpinning knowledge
- Workshop action learning scenarios
- In class participation
- Workplace placement/projects.

On successful completion of the qualification/course you will receive:
- Statement of Attainment – for units completed
- Certificate – if all required units are completed

Other information
To be awarded the MSF20413 Certificate II in Glass and Glazing, competency must be achieved in thirteen (13) units of competency:
- Five (5) core units of competency
- Eight (8) elective units of competency

Further training pathways from this qualification include the MSF30413 Certificate III in Glass and Glazing via an apprenticeship.
Program Name: MSF30413 Certificate III in Glass and Glazing

Program Overview
This qualification describes the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components.

Entry requirements
This qualification may be accessed by direct entry. Credit can be granted towards this qualification by those who have completed MSF20413 Certificate II in Glass and Glazing or achieved equivalent industry experience. It is usual that persons undertaking this program are employed as an apprentice or worker within the glass industry.

Who should attend?
The MSF30413 Certificate III in Glass and Glazing reflects vocational outcomes for those performing glass processing, glazing or architectural glass functions in residential and commercial operations and could include manufacturing, processing, installation and stained glass and leadlighting design. Job roles would be in a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Course duration
833 nominal hours

Type of training delivery available for this program
- On the job
- Combined flexible delivery
- Face-to-face delivery

Assessment process
A range of assessment processes will be used including:
- Verbal/written assessment/s of underpinning knowledge
- Workshop action learning scenarios
- In class participation
- Workplace projects

Recognised Prior Learning is available for this course. On successful completion of the qualification/course you will receive:
- Statement of Attainment – for units completed
- Certificate – If all required units are completed

Other information
To be awarded the MSF30413 Certificate III in Glass and Glazing, competency must be achieved in twenty-three (23) units of competency:
- Eleven (11) core units of competency
- Twelve (12) elective units of competency

Further training pathways from this qualification may include Furnishing Certificate IV or Diploma qualifications and relevant supervisory, management or competitive manufacturing qualifications.

See Appendix 3 for Core and Elective Units.
**Program Name: BSB41415 Certificate IV in Work Health and Safety**

**Program Overview**
The qualification reflects the role of workers who apply a broad knowledge base and well-developed skills in a wide variety of contexts and may include coordinators, advisors and facilitators.

**Entry requirements**
There are no entry requirements for this qualification but completion of the BSB30715 Certificate III in Work Health and Safety may be an advantage. Participants will require a basic level of English to enter the qualification.

**Who should attend?**
This qualification is suitable for people working in a Work Health and Safety (WHS) role who work to provide leadership and guidance to others and have some limited responsibility for the output of others.

**Course duration**
380 nominal hours

**Type of training delivery available for this program**
- On the job
- Combined flexible delivery
- Face-to-face delivery

**Assessment process**
A range of assessment processes will be used including:
- Verbal/written assessment/s of underpinning knowledge
- Workshop action learning scenarios
- In class participation
- Workplace projects

Recognised Prior Learning is available for this course. All training materials and participant manuals are supplied.

On successful completion of the qualification/course you will receive:
- Statement of Attainment – for units completed
- Certificate – If all required units are completed

**Other information**
To be awarded the BSB41415 Certificate IV in Work Health and Safety, competency must be achieved in ten (10) units of competency:
- 5 core units plus
- 5 elective units

Further training pathways from this qualification include the BSB51315 Diploma of Work Health and Safety, or a range of other Diploma qualifications.

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**Program Name: TAE40110 Certificate IV in Training and Assessment**

**Program Overview**
This qualification reflects the roles of individuals delivering training and assessment services in the vocational education and training (VET) sector. Achievement of this qualification or an equivalent by trainers and assessors is a requirement of the Standards for Registered Training Organisations (RTOs) 2015. This qualification, or the skill sets derived from units of competency within it, is also suitable preparation for those engaged in the delivery of training and assessment of competence in a workplace context, as a component of a structured VET program.

**Entry requirements**
There are no prerequisites for this qualification. However, participants will require a good level of English and be involved in workplace and/or VET training to succeed in this qualification.

**Who should attend?**
Job roles associated with this qualification relate to the delivery of training and assessment of competence within the VET sector. Possible job titles and roles relevant to this qualification include:
- enterprise trainer and/or enterprise assessor
- registered training organisation (RTO) trainer and/or RTO assessor
- training adviser or training needs analyst
- vocational education teacher

**Course duration**
10 days – offered in 2 x 5 Day Blocks.
Type of training delivery available for this program

- Combined flexible delivery
- Face-to-face delivery

Assessment process
A range of assessment processes will be used including:

- Verbal/written assessment/s of underpinning knowledge
- Workshop action learning scenarios
- In class participation
- Workplace projects

Recognised Prior Learning is available for this course. All training materials and participant manuals are supplied.

On successful completion of the qualification/course you will receive:

- Statement of Attainment – for units completed
- Certificate – If all required units are completed

Other information
To be awarded the TAE40110 Certificate IV in Training and Assessment, competency must be achieved in ten (10) units of competency:

- 7 core units plus
- 3 elective units

Further training pathways from this qualification may include the TAE50211 Diploma of Training Design and Development, TAE50111 Diploma of Vocational Education and Training, or a range of other Diploma qualifications.
TAFE Queensland  
SkillsTech  
RTO No. 31396

776 Kingsford Smith Drive, Eagle Farm QLD 4009

States were training is delivered - Queensland

www.tafeskilltech.edu.au  Ph: 1800 654 447

TAFE Queensland SkillsTech is Queensland’s largest TAFE dedicated to trade and technical training in automotive, building, construction, electrical, plumbing, licensing, mining, gas, hazardous areas, CAD/drafting, welding and engineering.

We deliver pre-apprenticeship, apprenticeship/traineeship, short courses and post-trade training to more than 20,000 participants annually at four training centres in Brisbane.

As part of TAFE Queensland we work with industry to develop and deliver world-class courses that provide relevant skills and best practice training.

Our teachers are qualified tradespeople who understand the need to train with the latest techniques and technologies to meet industry standards.

Participants have access to hands-on training on the most up-to-date equipment and resources to ensure they are job-ready for their employer.

We are an award winning registered training organisation (RTO) with a reputation for delivering high-quality training using industry-standard equipment in safe, modern, world-class facilities.

TAFE Queensland SkillsTech should be your first choice for your trade and technical career.

**Type of courses offered**

- Block release
- On the job
- Online units
- Combined flexible delivery

**RPL Process**

There are two nationally recognised processes that TAFE Queensland SkillsTech uses:

- **RPL assessment** for ‘informal’ learning gained through work and life experiences, and/or
- **Credit transfer** (including national recognition) for ‘formal’ studies – those done at school, TAFE or university.

**Qualification online**

- **Certificate III in Glass & Glazing** – foundation units offered online
Program Name: Certificate IV in Building and Construction (Estimating)

Program Overview
You will gain skills in tendering, planning, quantity surveying and scheduling construction technology. You will also gain knowledge about building codes, standards and structural principles relating to low-rise residential and commercial buildings.

Entry requirements
Year 10 or equivalent recommended.

Who should attend?
Qualified glaziers who may be looking to upgrade their knowledge and skills to work in estimator, project management or supervisory roles in the industry. Participants do not need to be a registered builder to undertake this qualification.

Course duration
Online: This course is also delivered in a self-paced, online mode. No classroom time is required. Students may enrol in up to 2 units at a time and have a maximum of six months to complete each unit.

Type of training delivery available for this program
- Online units

Assessment process
Throughout your training at TAFE Queensland SkillsTech, you will have to complete different assessments. They could be:
- written assignments, essays and reports
- practical tasks
- exams
- work-based and workplace activities
- role plays
- presentations
- other types depending on your area of study

Other information
On successful completion of this course you receive a CPC40308 - Certificate IV in Building and Construction (Estimating) qualification.

Program Name: MSF30413 Certificate III in Glass & Glazing

Program Overview
This course develops skills and knowledge to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components. As a glazier you will select, cut, install, replace and remove glass in a variety of settings from balustrades (handrails), glass splashbacks, and mirror walls, shower enclosures to windows, shopfronts and curtain wall framing on high-rise buildings.

Entry requirements
Participants must be employed as an apprentice and have a signed Registered Training Contract, stating TAFE Queensland SkillsTech is the Supervising Registered Training Organisation (SRTO).

Who should attend?
Eligible apprentices that meet the Queensland State funding requirements.

Course duration
TAFE training – stages of 3 week blocks throughout the four-year apprenticeship.

Type of training delivery available for this program

Assessment process
Apprentices are trained in specific skills to become a qualified tradesperson. Apprenticeships and traineeships combine both structured and workplace training with paid employment. Participants will be advised of their assessment requirements at the commencement of their trade or technical course. Participants are provided with criteria for the completion of assessment. These criteria are in line with relevant workplace practices and with the performance criteria required by the study unit (also referred to as a competency).

Other information
TAFE Queensland SkillsTech is Queensland’s largest trade and technical training provider and has been training the next generation of Queensland glaziers for more than 30 years. With trade-qualified teachers that are passionate about their industry and training their participants, as evidenced by regular award wins, such as the 2015 Glass and Aluminium Association of Queensland (GAAQ) awards.

Industry standard resources and workshops at TQ SkillsTech Eagle Farm training centre ensures participants are trained on equipment that is used daily in their workplace.

See Appendix 3 for Core and Elective Units.
Program Overview
This qualification is designed for management roles in the building and construction industries. It will allow you to develop your skills and knowledge of construction and management processes. It will provide you with the opportunity to commence or further your career in building administration and management.

Entry requirements
Sound achievement in year 12 English and maths or equivalent.

Who should attend?
Qualified glaziers who may be looking to upgrade their knowledge and skills to work as a project manager or site manager in the construction industry. Participants do not need to be a registered builder to undertake this qualification.

Course duration
Classroom: Part-time up to 4 nights per week at TAFE Queensland SkillsTech’s Eagle Farm training centres. 6.00pm – 9.00pm
Online: This course is delivered in a self-paced, online mode. No classroom time is required. Students may enrol in up to 2 units at a time and have a maximum of six months to complete each unit.

Type of training delivery available for this program
- Online units
- Classroom (at night)

Assessment process
Throughout your training at TAFE Queensland SkillsTech, you will have to complete different assessments. They could be:
- written assignments, essays and reports
- practical tasks
- exams
- work-based and workplace activities
- role plays
- presentations
- other types depending on your area of study

Other information
On successful completion of this course you receive a CPC50308 – Diploma of Building and Construction (Management) qualification.
TAFE QUEENSLAND SKILLSTECH

FURTHER YOUR CAREER

Get qualified as a Glazier with a Certificate III in Glass and Glazing MSF30413

Or expand your horizons with courses in:
Course in Australian Standards AS1288 ASC
Trade Contractors Business Management Course ASC
Certificate IV in Building and Construction (Estimating) CPC40308
Certificate IV in Building and Construction (Building) CPC40110
Diploma of Building and Construction (Management) CPC50308

1800 654 447 | tafeskillstech.edu.au

RTO NO. 31396 | CRICOS NO. 02014M
Program Name: Elevated Work Platform training (EWP)

Program Overview
This course develops the knowledge and skills required to safely and effectively operate some types of elevated work platforms (EWPs) in a variety of different terrains and situations to access isolated work areas. The unit includes locating, setting up, operating and shutting down EWPs.

In addition to achievement of this competency, an EWP operator may need to obtain additional certification of training and experience before being allowed to operate the equipment.

Course competencies and prerequisites:
- CPCCCM3001C – Operate elevated work platforms
- CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
- CPCCCM2010B Work safely at heights
- CPCCOHS1001A – Work safely in the construction industry [White Card]

Entry requirements
Minimum 18 years of age [Workplace Health and Safety requirement]

Who should attend?
Glaziers who are required to operate electrical, hydraulic or mechanical EWPs.

Course duration
- 3 days for participants who have a White Card (includes CPCCOHS2001A, CHCCCM2010B and CPCCCM3001C)
- 3.5 days for participants who do not have a White Card (includes CPCCOHS2001A, CHCCCM2010B, CPCCCM3001C and CPCCOHS1001A)

Type of training delivery available for this program
- Block release
- On the job

Assessment process
Throughout your training at TAFE Queensland SkillsTech, you will have to complete different assessments. They could be:
- practical tasks
- exams/questioning
- work-based and workplace activities

Other information
Work safely at heights and apply OHS requirements, policies and procedures in the construction industry are prerequisites to this course.

Program Name: Working at Heights Training (WAH)

Program Overview
The course covers theory and practical aspects of working at height. During the course you will develop the necessary skills to identify the hazards and risks associated with working at heights and will enable you to comply with the WHS requirements to work at heights.

Course competencies and prerequisites:
- CPCCOHS2001A – Apply OHS requirements, policies and procedures in the construction industry
- CPCCCM2010B – Work safely at heights

Entry requirements
Minimum 18 years of age [Workplace Health and Safety requirement]

Who should attend?
Glaziers who are required to work in a variety of different situations when working at heights or depths.

Course duration
1.5 days for participants who have a White Card (includes CPCCOHS2001A, CHCCCM2010B)

Type of training delivery available for this program
- Combined flexible delivery

Other information
Funding is currently available for this qualification through Construction Skills Queensland (CSQ).

Assessment process for all programs
Throughout your training at TAFE Queensland SkillsTech, you will have to complete different assessments. They could be:
- practical tasks
- exams/questioning
- work-based and workplace activities.
Improve Group Learning Solutions
RTO No. 31506

Suite 16b, Level 1, Raby Bay Harbour,
152 Shore Street West, Cleveland State QLD PC 4163

States where training is delivered - NSW/QLD/TAS/WA/NT


Improve Group Learning Solutions specialises in delivery of glass industry and business improvement training. We work closely with industry to develop training to meet your business needs.

All of our programs are delivered on site – ‘Your Place, Not Ours’ reducing the cost of training to your staff.

Subsidies
We are authorised to deliver subsidised training in the following States and Territories – NSW, Qld, Tasmania, Western Australia and Northern Territory.

Type of courses offered
- On the job
- Online units
- Combined flexible delivery

Training options
This training provider offers courses in the following delivery modes:

Face-to-face training
As well as normal full qualifications, Improve Group Learning Solutions also offer short courses targeted at the glass and glazing sector, such as Work Safely at Heights, OHS in the Construction industry and AS1288 Glass and Glazing requirements workshops in our training facilities and also at your site. Talk to us about customising a program to suit your needs.

Offsite training
All of our programs can also be delivered in your workplace – contact us to find out how we can help.

Flexible learning
Most of our programs are available using flexible delivery formats - a combination of online, self-paced and onsite face-to-face delivery modes.

RPL Process
Recognition of prior learning is a process that recognises your current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies. Your application can be based on any combination of formal or informal training and education, work experience or general life experience.

To apply for recognition of prior learning students will need to complete the RPL form and provide supporting evidence.

RPL kits are readily available for the following qualifications:
- Certificate III in Glass and Glazing
- Certificate IV in Glass and Glazing

Qualification online
- Certificate III in Glass & Glazing
- Certificate IV in Glass & Glazing
Program Name: MSF30413 Certificate III in Glass and Glazing

Program Overview
MSF30413 Certificate III in Glass and Glazing has been designed specifically to meet the needs of the glass industry in Australia. The qualification allows participants to specialise in Glass Processing, Glazing or Architectural Stained Glass applications.

As an employer you can receive a $4,000 training incentive and your apprentice is eligible for a $20,000 Trade support loan. Employers are also eligible for additional subsidies for workers over 25 years old.

We also offer Recognition for Prior Learning (RPL) for experienced workers.

Entry requirements
There are no entry requirements for this qualification.

Who should attend?
This nationally recognised qualification is targeted at upskilling existing workers and new apprentices to become qualified Glaziers. Completion of this qualification can also lead to you becoming a licensed glazier in your State. It is also suitable for self-employed glaziers seeking formal qualifications for licensing purposes.

Course duration
Typically this qualification takes between 2.5-4 years to complete depending on unit selection, experience and motivation. Experienced workers seeking ‘Recognition for Prior Learning’ may complete within 2-26 weeks depending on skills levels and previous training.

Type of training delivery available for this program
- On the job
- Online units
- Combined flexible delivery

Assessment process
This program is assessed using a combination of online learning (testing of underpinning knowledge requirements, ie Australian Standards related to glass and glazing applications) and onsite application of skills – these are collated into a series of evidence portfolios that must be approved by the employer prior to issuing any qualification on completion of this program.

Other information
This program is delivered via on site delivery and supported by online learning between our site visits. Our Coaches visit your workplace every fourth week to deliver training to your apprentices. All of our programs are customised to suit your business needs and onsite training and support is provided by our subsidiary Glass Skills Australia.

We also have funding in place for self-employed glaziers in Queensland – this is subsidised by Construction Skills Queensland.


See Appendix 3 for Core and Elective Units.
Program Name: MSF40413 Certificate IV in Glass and Glazing

Program Overview
MSF40413 Certificate IV in Glass and Glazing provides the skills and knowledge required to perform in a range of specialist and/or leadership roles, including sales, scheduling, design, production control and quality assurance functions, in a glass and glazing enterprise.

Leadership job roles include higher tradesperson (post-trade), factory-based leading hands/supervisors or site supervisors in glass processing, glazing or architectural glass functions in residential and commercial operations. The roles could include requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of leadership and guidance to others in the application and planning of glass and glazing skills.

The qualification has elective options in sales and estimating, production planning, scheduling, stock control and procurement.

Entry requirements
This qualification may be accessed by direct entry and it is an industry expectation that it will be undertaken primarily by those who have completed the MSF30413 Certificate III in Glass and Glazing qualification or achieved equivalent industry experience.

Who should attend?
This is a senior qualification with scope for entry from trade and non-trade backgrounds with relevant glass industry experience.

Course duration
Typically this qualification takes between 1.5-2 years to complete depending on unit selection, experience and motivation. Experienced workers seeking ‘Recognition for Prior Learning’ may complete earlier depending on skills levels and previous training.

Type of training delivery available for this program
- On the job
- Online units
- Combined flexible delivery

Assessment process
This program is assessed using a combination of online learning (testing of underpinning knowledge requirements, ie Australian Standards related to glass and glazing applications) and onsite application of skills – these are collated into a series of evidence portfolios that must be approved by the employer prior to issuing any qualification on completion of this program.

Program Name: BSB40415 Certificate IV in Small Business Management

Program Overview
We’re redefining the way Small Business Managers think, act and perform.

As well as developing a business strategy, participants will be required to implement changes in the workplace to improve their sales and service offerings.

During this program you will learn how to lead a successful small business, and develop your management skills to ensure your organisation’s success.

To complete this qualification you will need to complete a series of workplace-based projects related to your business.

Entry requirements
None.

Who should attend?
This qualification is designed for current/future small business owners and managers looking to develop and further enhance their current business performance.

Course duration
8-15 months.

Type of training delivery available for this program
- On the job
- Online units
- Combined flexible delivery

Assessment process
This program is assessed using a combination of online learning (testing of underpinning knowledge requirements related to this program) and onsite application of skills – these are collated into a series of evidence portfolios that must be approved by the employer prior to issuing any qualification on completion of this program.

Other information
Subsidies are available in some States for this program – please contact our office (ph 1800 886 269) for more information.

Program Name: BSB42015 Certificate IV in Leadership and Management

Program Overview
This qualification is designed for developing and emerging leaders looking to provide their team and organisations with inspirational leadership and management. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

During this program you will learn how to lead a high-performance organisation, and develop your management skills to ensure your organisation’s success.

Core units include:
• BSBLDR401 Communicate effectively as a workplace leader
• BSBLDR402 Lead effective workplace relationships
• BSBLDR403 Lead team effectiveness
• BSBMGT402 Implement operational plan

Our program allows you to choose your own elective stream specialisation.

Entry requirements
None.

Who should attend?
This qualification is designed for team leaders and supervisors looking to improve their leadership and management skills. Typically they will be responsible for a team or the work of others, including subcontractors.

Course duration
12-15 months.

Type of training delivery available for this program
☑ On the job
☑ Online units
☑ Combined flexible delivery

Assessment process
This program is self-paced and delivered via blended learning (face-to-face training, online support, coaching and mentoring).

To complete this qualification you will need to complete a series of workplace-based projects related to your chosen program.

Other information

We’re Hiring!

Australia’s leading glass and glazing training organization is now recruiting trainers in all States of Australia.

To find out more, visit us at www.glassskills.com.au/about-us/careers

Sydney | Newcastle | Melbourne | Brisbane | Perth | Adelaide
Program Overview
This course is designed to give participants practical knowledge and skills to enable the provision of valid and timely WHS advice and assist with improving safety in the workplace. It has been designed specifically for the glass industry and aligns with AGGA’s Accredited Company safety management systems. During this program you will learn how to comply with work health and safety legislation, identify hazards, and assess and control WHS risks. In addition, you will learn how to evaluate an organisation’s WHS performance and contribute to health and safety in the workplace.

Entry requirements
None.

Who should attend?
Our Certificate IV in Work Health and Safety is considered the minimum qualification requirement for those seeking to work as a WHS coordinator, advisor or safety officer in the glass and glazing sector.

Course duration
Typically 10-12 months.

Type of training delivery available for this program
- On the job
- Online units
- Combined flexible delivery

Assessment process
This program is self-paced and delivered via blended learning (face-to-face training, online support, coaching and mentoring).
To complete this qualification you will need to complete a series of workplace-based projects implementing work health and safety systems and initiatives in your workplace.

Other information
All of our programs are customised to suit your business needs and onsite training and support is provided by our subsidiary Glass Skills Australia.
Subsidies may be available in some States for this program – please contact our office (ph 1800 886 269) for more information.


Supervisor training — Certificate IV level
- Glass and Glazing
- Leadership and Management
- Work Health and Safety
- Small Business Management
- Competitive Systems and Practices

Management training — Diploma level
- Work Health and Safety
- Production Management
- Competitive Systems and Practices

Apprentice and Trainee programs
- Glass and Glazing - Glazing specialist
- Glass and Glazing - Glass Processing specialist
- Window and Door Fabrication
- Competitive Systems and Practices

In-House workshops
- AS1288 Glass Selection in Building
- AS4666 Insulated Glass Units
- Work Safely at Heights
- WHS Systems

Leading provider of in-the-job, on-site and online training solutions to the glass and windows industry

Delivered in association with: Glass Skills Australia

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RTO No. 41026

Port Lincoln Campus - 2 London Street, PORT LINCOLN, SA 5606
Kadina Campus - 1A Doswell Terrace, KADINA, SA 5554
Whyalla Campus - 141 Nicolson Avenue, WHYALLA NORRIE, SA 5608
Noarlunga Campus - Ramsay Place, Noarlunga Centre, NOARLUNGA CENTRE, SA 5168
Barossa Campus - Old Kapunda Road, NURIOOTPA, SA 5355
Murray Bridge Campus - Swanport Road, MURRAY BRIDGE, SA 5253
Mount Gambier Campus - Wireless Road West, MOUNT GAMBIER, SA 5290
Mount Barker Campus - 3-5 Dumas Street, MOUNT BARKER, SA 5251

States where training is delivered - South Australia

www.tafesa.edu.au Ph: 08 8207 4940

With over 83,000 students a year, TAFESA plays a major role in the development of South Australia’s workforce and communities. In building the State’s skill base, we work with students, industry bodies, group training organisations, Skills Councils, schools, Regional Development Australia, Job Service Agencies, Department of State Development SA, State-government businesses and private enterprises of all sizes to deliver relevant, high-quality training. We strive to link skills recognition and skills development with job opportunities and employer needs.

TAFESA is the largest provider of vocational education and training in South Australia and they have long established governance structures and organisational management arrangements. As an RTO, they are managed through the National VET Regulator, which is the Australian Skills Quality Authority (ASQA).

It is a requirement of registration with ASQA that TAFESA demonstrates ongoing compliance with all requirements of the VET Quality Framework. This is assessed by ASQA though participation in periodical audit activity.

Type of courses offered
- Short Courses

RPL Process
Recognition of prior learning is a process that recognises your current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies. Your application can be based on any combination of formal or informal training and education, work experience or general life experience.

To apply for recognition of prior learning students will need to complete the RPL form and provide supporting evidence.

Advanced Word 2013

Who should attend?
The Advanced Word 2013 course is suitable for any person wishing to extend their understanding of Word 2013. Course content includes:

- Document Techniques
- Formatting Techniques
- Preferences and Properties
- Styles
- Templates
- Merging Techniques
- Tracking Changes
- Introduction to Macros
- Time to answer questions.
Learn MYOB Account Right Orientation

How to configure MYOB payroll to work for a specific company, enter employee details, conduct a pay run, set up and manage employee entitlements, create and use timesheets for payroll purposes, find payroll information, fulfil payroll obligations.

Outlook 2013

The Outlook 2013 course is suitable for participants who are looking to improve their Outlook email skills. Topics include: email techniques, effective email management, creating message folders, automating common tasks, using contacts, contact groups, Outlook calendar, and tips for managing tasks/notes.

Advanced Excel 2013

The Advanced Excel 2013 course covers the skills and knowledge to perform advanced data operations using summarising, data consolidations, filters and advanced PivotTable techniques, macros, and much more.

Course duration

9.00am – 3.30pm.

Program Name: MSF30413 – Certificate III in Glass & Glazing

Program Overview

This course provides the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components.

This program allows you to study various units from the three different streams – architectural stained glass, glazing and processing. This will provide you with a generalist overview of the glass and glazing trade.

The program is delivered in TAFESA’s specially designed facilities, where an emphasis is placed on providing hands-on, practical training wherever possible.

Entry requirements

You may be able to shorten the length of your chosen course by measuring skills acquired through work, life experiences or qualifications obtained from formal studies or training. AQF qualifications and statements of attainment issued by another registered training organisation will be recognised by TAFESA.

- Adequate literacy and numeracy skills.
- Apprenticeship: Employment as an Apprentice glass and glazier.

Who should attend?

This program is open to people who are working in the glass and glazing industry who are commencing or undertaking an apprenticeship or who wish to formalise their qualifications in glass and glazing.

Course duration

To successfully achieve the Certificate III in Glass and Glazing you must complete a total of 23 units including 12 mandatory core units (including an OH&S unit) and 11 elective units from a combination of units available from the architectural stained glass, glazing and processing streams.

Type of training delivery available for this program.

- Block release
- On the job
- Online units

Assessment process

Assessment may be a combination of written and online assignments, tests, examinations and practical application projects.

See Appendix 3 for Core and Elective Units.
Upskilled is a leading Registered Training Organisation (RTO) that innovates the effective and efficient delivery of vocational qualifications and short courses to working professionals, job seekers and school leavers. As one of the largest RTOs in Australia, we partner with businesses and career-minded individuals to secure superior measurable outcomes.

Upskilled understands that training solutions must be customised to answer the diverse demands of industry. Accordingly, we tailor our nationally accredited programs to ensure that participants access skills learning that targets their particular professional needs. Upskilled currently offers more than 80 qualifications across many different disciplines.

With Upskilled courses delivered over 12 months, participants are able to accelerate their personal and professional development within a short timeframe. Our qualifications allow individuals to increase productivity and job satisfaction while progressing career prospects and salary expectations.

At industry level, the benefits of skills training are both cultural and bottom-line, with organisations reporting that Upskilled has helped them to:

- Enhance employee capability
- Improve workforce retention rates
- Reduce learning and development outlays
- Achieve overall competitive advantage in the market.

Upskilled is looking forward to building on our relationship with AGGA to deliver more effective and targeted training to AGGA Members including nationally recognised qualifications and skills sets.

### Type of training delivery available for all programs.

- **Online Virtual Classroom:** students will have a dedicated trainer/mentor for the duration of their studies. They will participate in webinars, and AGGA only forums to maximise the impact of training through a virtual classroom experience rather than distance learning. Students will be required to actively participate in the course, enabling easier monitoring of progress and support for students.

- **Classroom:** classroom training is available for 10 or more students at the same location (not necessarily the same business, but the same location). These classes will be customised to meet the needs of the students and businesses involved (venue, number of sessions, etc). Students will experience the same support and mentoring as online students (when minimum class numbers are reached).

### RPL Process

RPL is available for each unit of competency based on relevant workplace experience, formal training, or other expertise. Once students have enrolled into their course, they will be emailed a RPL kit that outlines what evidence the student is required to provide. Their trainer will discuss the process, review their submission [request/prompt for more information if required] before awarding RPL. This is completed before the students starts their course so they know exactly what is required [remaining units] to complete their course/ earn their qualification.
Program Name: Certificate IV in Leadership & Management

Program Overview
The Certificate IV in Leadership & Management is an excellent first instance qualification for supervisors, team leaders, and managerial staff – or for any individual who aspires to a management role in the future. Popular among those with a trade background or who have been promoted into a managerial role for the first time, this qualification is also excellent for established managers looking to progress to the Diploma of Management at a later point.

The course has 8 units, students working full-time would be expected to complete the course in 8-12 months or less. A study commitment of 1 unit per month provides students with a good work/life/study balance.

Entry requirements
There are no formal prerequisites for this qualification. This qualification is suited to participants who possess a sufficient grasp of the English language, and appropriate attitude and motivation to enable them to undertake the demands of a Diploma level qualification including these entry requirements:

- English language proficiency (Year 12 English or equivalent); OR
- Obtain a Certificate III before enrolling in a Certificate IV level qualification, OR
- Demonstrate appropriate academic standing or workplace experience for the chosen qualification.

Who should attend?
The Certificate IV in Leadership & Management is an excellent first instance qualification for supervisors, team leaders, and managerial staff – or for any individual who aspires to a management role in the future. Popular among those with a trade background or who have been promoted into a managerial role for the first time, this qualification is also excellent for established managers looking to progress to the Diploma of Management at a later point.

Course duration
The course should be completed in 12 months or less [study commitment of 5-8 hours per week].

Program Name: Diploma of Leadership and Management

Program Overview
The Diploma of Leadership & Management is ideal for managers, or team leaders/supervisors who have completed the Cert IV Frontline Management/Leadership & Management course, and those with 3-4+ years experience in a management role. Stock skills such as mentorship, communication and team leadership are the key focuses of the Diploma. It is particularly appropriate for those with operational or technical backgrounds who are now tasked with the managing of others.

The newly revised Diploma is also an excellent induction module for recently promoted staff and a valuable resource for the more experienced manager. Blending theory with practice, this qualification focuses on workplace learning to ensure situational relevance.

The course has 12 units, students working full-time would be expected to complete the course in 12 months or less. A study commitment of 1 unit per month provides students with a good work/life/study balance.

Entry requirements
There are no formal prerequisites for this qualification. This qualification is suited to participants who possess a sufficient grasp of the English language, and appropriate attitude and motivation to enable them to undertake the demands of a Diploma level qualification including these entry requirements:

- English language proficiency (Year 12 English or equivalent); OR
- Obtain a Certificate III before enrolling in a Certificate IV level qualification, OR
- Demonstrate appropriate academic standing or workplace experience for the chosen qualification.

Who should attend?
Business owners, managers, experienced team leaders and supervisors.

Course duration
The course should be completed in 12 months or less [study commitment of 10-15 hours per week].
**Program Name: Diploma of Project Management**

**Program Overview**
The Diploma of Project Management is aimed at those with Project Management experience who want to build their knowledge and improve their effectiveness as Project Managers. Participants’ existing knowledge is advanced through targeted training that encompasses the latest developments in the field, and which articulates core principles that span situational context. The qualification offers a sophisticated understanding of the methods, techniques, and tools currently available to innovate the management of major project builds regardless of sector.

This course is a great way to improve processes and knowledge across multiple staff/the business.

The course has 12 units, students working full-time would be expected to complete the course in 12 months or less. A study commitment of 1 unit per month provides students with a good work/life/study balance.

**Entry requirements**
There are no formal prerequisites for this qualification; however, individuals wishing to enrol in the Diploma of Project Management are typically required to meet ONE of the following criteria:

- Hold a Certificate IV in Project Management Practice [BSB41513] or other relevant qualification.
- Provide evidence of competency in a majority of units required for the Certificate IV in Project Management Practice or other relevant qualification.
- In the absence of a formal project management qualification, have extensive vocational experience in project roles that entail at least limited responsibility for the output of others.

**Who should attend?**
Staff or business owners with Project Management experience who want to streamline processes and increase efficiencies across the business.

**Course duration**
The course should be completed in 12 months or less (study commitment of 10-15 hours per week).

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**Program Name: Certificate IV in Work Health & Safety**

**Program Overview**
The Certificate IV in Work Health and Safety course is aimed at those responsible for the informed application of relevant legislation, the identification of workplace hazards, risk assessments, emergency procedures, and workplace monitoring.

The course has 10 units, students working full-time would be expected to complete the course in 12 months or less. A study commitment of 1 unit per month provides students with a good work/life/study balance.

**Entry requirements**
There are no formal prerequisites for this qualification. This qualification is suited to participants who possess a sufficient grasp of the English language, and appropriate attitude and motivation to enable them to undertake the demands of a Diploma level qualification including these entry requirements:

- English language proficiency (Year 12 English or equivalent); OR
- Obtain a Certificate III before enrolling in a Certificate IV level qualification, OR
- Demonstrate appropriate academic standing or workplace experience for the chosen qualification.

**Who should attend?**
The Certificate IV in Work Health and Safety is now widely regarded as the minimum requirement for the performance of WH&S duties within a host of commercial settings. Participants aspiring to progress as WH&S officers, safety representatives, risk assessors, or supervisors with significant WH&S responsibilities will look to it as a mandatory first step. Additionally, the rise of compliance as a key responsibility of organisational practice means that career-minded individuals increasingly explore this field as a complement to their existing professional duties. Relevant job titles include:

- Human Resource Offices
- Safety/WHS Officers.

**Course duration**
The course should be completed in 12 months or less (study commitment of 5-10 hours per week).
Program Name: Diploma of Work Health & Safety

Program Overview
The Diploma of Work Health & Safety course extends on existing knowledge and is designed for those already with experience in WH&S or for those tasked with advanced WH&S responsibilities. This qualification is suitable for people who coordinate and maintain the Work Health and Safety (WHS) program in an organisation.

The course has 9 units, students working full-time would be expected to complete the course in 12 months or less. A study commitment of 1 unit per month provides students with a good work/life/study balance.

Entry requirements
All core units in BSB41415 Certificate IV in Work Health and Safety or equivalent competencies:

- BSBWHS402A Assist with compliance with WHS laws
- BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation processes
- BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control
- BSBWHS405A Contribute to implementing and maintaining WHS management systems
- BSBWHS406A Assist with responding to incidents.

Who should attend?
The Diploma of WH&S is designed to meet the needs of individuals with existing experience of the WH&S field, and of managers who are tasked with advanced responsibilities around the supervisory and compliance functions. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- WHS Manager
- Human Resources Officer
- Safety / WHS Officer.

Course duration
The course should be completed in 12 months or less [study commitment of 10-15 hours per week].
Holmesglen is one of the largest providers of vocational and higher education in Victoria. Since 1982, Holmesglen has grown from a delivery of 90 programs to 7,000 students, to a unique multi-sectoral provider offering over 600 programs to more than 50,000 students. Holmesglen delivers internationally and nationally across four major campuses: Chadstone, City, Moorabbin and Waverley. Holmesglen invests to ensure that students have access to the best possible education and training facilities available.

Type of courses offered
- Block release
- On the job
- Online units
- Combined flexible delivery

Our programs are highly regarded within industry and include:
- Degree and graduate certificate courses
- Apprenticeships and pre-apprenticeships in engineering, hospitality, horticulture, furnishing and building and construction trades
- Over 200 nationally endorsed certificates, diplomas and advanced diplomas
- Pathways to Holmesglen degrees or other higher education streams
- Adult short courses
- Bridging and preparatory courses and adult VCE
- Language program
- Trade accreditation and testing
- Corporate and industry programs.

RPL Process
What is the difference between RPL, CT and Exemption?
- You apply for Recognition of Prior Learning if you think that your work and life experiences match some of the subjects you have enrolled in. You must be able to prove that you have the skills and knowledge required in these subjects.
- You apply for Credit Transfer if you have done the subject previously or if you have completed a combination of subjects that cover the content of the subject/s you are enrolling in.
- An Exemption may be appropriate if you are enrolling in a Higher Education qualification and you have done study or have work/life experience that meets the learning outcomes of the subject/s.

Qualification online
- Certificate III in Glass & Glazing (on-line components)
Program Name: MSF30413 – Certificate III in Glass & Glazing

Program Overview
This course provides the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components. This program allows you to study various units from the three different streams – architectural stained glass, glazing and processing. This will provide you with a generalist overview of the glass and glazing trade. The program is delivered in Holmesglen’s specially designed facilities, where an emphasis is placed on providing hands-on, practical training wherever possible.

Entry requirements
You may be able to shorten the length of your chosen course by measuring skills acquired through work, life experiences or qualifications obtained from formal studies or training. AQF qualifications and statements of attainment issued by another registered training organisation will be recognised by Holmesglen.

- Adequate literacy and numeracy skills.
- Apprenticeship: Employment as an Apprentice glass and glazier.

Who should attend?
This program is open to people who are working in the glass and glazing industry who are commencing or undertaking an apprenticeship or who wish to formalise their qualifications in glass and glazing.

Course duration
To successfully achieve the Certificate III in Glass and Glazing you must complete a total of 23 units including 12 mandatory core units (including an OH&S unit) and 11 elective units from a combination of units available from the architectural stained glass, glazing and processing streams.

Type of training delivery available for this program
- Block release
- On the job
- Online units

Assessment process
Assessment may be a combination of written and online assignments, tests, examinations and practical application projects.

See Appendix 3 for Core and Elective Units.
Program Name: BSB40415 - Certificate IV in Small Business

Program Overview
This is a unique course that takes you through everything you need to know to establish your own small business. Designed specifically for busy professionals who need to study out of hours, this course takes you through all business start up stages including your legal, insurance and financial responsibilities as a small business operator. You will graduate from this course with a fully completed, commercially viable business plan that reflects your business intention.

You will be given a comprehensive introduction to the principles and practices of small business management. You will develop skills in market profiling and identifying business opportunities, as well as effective marketing strategies including promotion and advertising, market research and consumer profiling, business administration and the production of business documents, budget and financial reporting, customer service and human resource systems.

If you have a dream to establish a small business, this course will fully prepare you to establish your business successfully. Each year a high proportion of new small businesses in Australia become financially unstable within their first few years, often as a result of poor planning and a lack of knowledge. This course will assist you in turning your business dream into a commercially viable venture, and give you the tools you need to keep it running.

Entry requirements
• Mature age (at least 18 years of age and away from formal study for at least one year).

Who should attend?
• The course particularly suits those who are currently employed but looking to go into their own business or people who want to return to work.

Course duration
Part-time 17 week program, delivered at our St Kilda Road Campus.

Type of training delivery available for this program.
✓ Combined flexible delivery

Assessment process
Assessment may be a combination of written and online assignments, tests, examinations and practical application projects.

Other information
Upon successfully completing this program, you will be eligible to receive the nationally endorsed Certificate IV in Small Business Management.

Program Name: CPCCLDG3001A - Licence to Perform Dogging

Program Overview
This course covers the scope of work needed to demonstrate competency in the application of slinging techniques; selection and inspection of lifting gear; and/or the directing of the crane operator in the movement of the load when the load is out of view of the crane operator for licencing purposes.

This course is based upon the National Standard for Licencing Persons Performing High Risk Work. This course in its current form meets State and Territory licencing requirements. Any alteration will result in a course which is not acceptable to regulators for the purpose of licencing.

Entry requirements
Participants must be 18 years of age.

Course duration
Five days – Monday to Friday.

Type of training delivery available for this program:
✓ Off the job
✓ On the job

Assessment process
Participants will be required to complete the mandated WorkSafe candidate version of the National Assessment Instruments: Knowledge Assessment – Calculation Assessment – Performance Assessment.

Fees:
Government funded: $750.00
Fee for Service: $1250.00.
Program Name: CPCCLRG3001A - Licence to Perform Rigging – Basic Level

Program Overview
This course teaches the outcomes required to perform basic rigging work. This work will be associated with movement of plant and equipment; steel erection; hoists (including mast climbing hoists); placement of pre-cast concrete; safety nets and static lines; perimeter safety screens and shutters; and cantilever crane loading platforms for licensing purposes.

Entry requirements
Participants must be 18 years of age.

Course duration
Five days – Monday to Friday.

Type of training delivery available for this program:
☑ Off the job

Assessment process
Participants will be required to complete the mandated WorkSafe candidate version of the National Assessment Instruments: Knowledge Assessment – Calculation Assessment – Performance Assessment.

Fees:
Government Funded $750.00
Fee for Service $1250.00.

Other information
Conducted at Holmesglen’s Moorabbin Campus.

Program Name: CPCCLSF2001A – Licence to Erect, Alter and Dismantle Scaffolding – Basic Level

Program Overview
This course provides understanding of how to erect, alter and dismantle scaffolding at the basic level. You learn skills consisting of scaffolding work connected with the operation or use of modular or pre-fabricated scaffolds, cantilevered materials hoists with a maximum working load of 500kg, ropes and gin wheels, safety nets and static lines, and bracket scaffolds (tank and formwork) for licensing purposes.

Entry requirements
Participants must be 18 years of age.

Course duration
Five days – Monday to Friday.

Type of training delivery available for this program
☑ Off the job

Assessment process
Participants will be required to complete the mandated WorkSafe candidate version of the National Assessment Instruments: Knowledge Assessment – Calculation Assessment – Performance Assessment

Fees:
Fee for Service: $650.00.

LEARN MORE, DO MORE AT HOLMESGLEN

Small Business Management, Industrial Skills and Occupational Health & Safety courses

To find out how to enhance your skills as a Glazier or Business Operatorvisit Holmesglen.edu.au or call 1300 639 888
TAFE NSW
South Western Sydney Institute
RTO No. 90008

South Western Sydney Region encompasses the city of Bankstown through to city of Campbelltown and reaches out to the city of Parramatta and the semi-rural area of Wollondilly, located south of metropolitan Sydney.

State where training is delivered - NSW

www.swsi.tafensw.edu.au  Ph: 13 7974

Covering all levels from certificate through to degree, TAFE SWSi can help you gain the qualifications and job ready skills you need to achieve your career goals.
An award winning education and training provider, TAFE SWSi supports one of the fastest growing and most dynamic regions in Australia. TAFE SWSi also maintains great relationships with the local community and works with industry partners to ensure that when you complete your course, you leave confident and job ready.

RPL Process
Recognition of Prior Learning (RPL) is available for each qualification based on relevant workplace experience, formal training, or other expertise.
For more information on RPL visit swsi.edu.au/rpl

Program Name: MSF30413 – Certificate III in Glass & Glazing

Program Overview
This course will develop the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components in both residential and commercial operations. This could also include glass and leadlighting design.

Entry requirements
Persons working within the glass industry with significant experience.

Who should attend?
Those wishing to gain qualification in glass & glazing at Certificate III level.

Course duration
Up to 12 months.

Type of training delivery available for this program
- Block release
- On the job
- Combined flexible delivery
- Face to face delivery

See Appendix 3 for Core and Elective Units.
**Program Name: BSB41415 – Certificate IV in Work, Health and Safety**

**Program Overview**
This qualification is suitable for people working in a Work Health & Safety (WHS) role who work to provide leadership and guidance to others and have some limited responsibility for the output of others. The qualification reflects the role of workers who apply a broad knowledge base and well developed skills in a wide variety of contexts and may include coordinators, advisors and facilitators.

**Entry requirements**
Nil.

**Who should attend?**
This qualification is suitable for people working or wishing to work in a Work Health & Safety (WHS) role who work to provide leadership and guidance to others and have some limited responsibility for the output of others.

**Course duration**
Flexible options available. Contact us for more information.

**Type of training delivery available for this program**
- On the job
- Online units
- Combined flexible delivery
- Face-to-face delivery

---

**Program Name: MSF0G3002 - Assess Glass and Glazing Requirements**

**Program Overview**
This course develops the skills for calculation of glass types and thickness for various glazing applications using Australian Standards.

**Entry requirements**
Persons working within the glass and glazing industry.

**Who should attend?**
Those wishing to gain knowledge in Australian standards relevant to the glass and glazing industry.

**Course duration**
1 day with pre-reading

**Type of training delivery available for this program**
- Combined flexible delivery
- Face to face delivery
Program Name: 161-29395 - Glass Vacuum Lift Training

Program Overview
This course imparts the skills and knowledge to operate and maintain a glass vacuum lift.

Entry requirements
Persons working within the glass and glazing industry with glass handling skills.

Who should attend?
Those wishing to gain knowledge in the use of vacuum lifters in the glass and glazing industry.

Course duration
6 hours

Type of training delivery available for this program
- On the job
- Face to face delivery

Program Name: BSB51415 – Diploma of Project Management

Program Overview
This qualification reflects the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Entry requirements
Nil.

Who should attend?
This qualification is suitable for people working or wishing to work in the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors.

Course duration
Flexible options available. Contact us for more information.

Type of training delivery available for this program
- On the job
- Online units
- Combined flexible delivery
- Face-to-face delivery

We offer:
- Australia-wide customised training
- Integrated training programs designed to help your apprentices complete their qualification without compromising on quality
- On-site, face-to-face, online delivery and assessment
- Recognition of prior learning and gap training
- Courses taught by experienced teachers and industry professionals with a practical trade background and university teaching qualifications.

www.swsi.edu.au     13 7974
GOTAFE is the trading name of Goulburn Ovens Institute of TAFE
16 Cusack Street, Wangaratta, VIC 3677

States where training is delivered - Victoria

www.gotafe.vic.edu.au Ph: 1300 468 233

GOTAFE is the largest tertiary education provider in Northern Victoria offering over 250 courses to almost 20,000 enrolled students.

The strength of GOTAFE lies in its experienced, skilled and innovative staff who provide training and skills development to students, industry clients and the wider community through innovative, customised and quality assured training programs.

Our Glass and Glazing facilities are located at our Wangaratta Campus, where training is provided on and off site, in the workplace, online or a blended mix of all delivery methods.

Catering for individual business needs for the glass industry, the GOTAFE blended approach to training enables employers to have their apprentices trained within their own workplace, covering off on all the required skills and knowledge for the glass industry.

Type of courses offered

☑️ On the job
☑️ Online units
☑️ Combined flexible delivery
☑️ Face-to-face delivery

GOTAFE offers Skills Recognition as part of all course enrolments and as a stand-alone process. Skills recognition assists people in gaining recognition for skills they already have.

Skills recognition is valuable, cost and time-effective for both an employer and candidate. GOTAFE also recognises qualifications and statement of attainments issued by other Registered Training Organisations, which may provide credits towards the completion of qualifications with GOTAFE.

For further information on how you can have your skills assessed through Skills Recognition, or if you’re an employer with questions about how you can use skills recognition for your staff, please contact GOTAFE Customer Service Centre on 1300 GOTAFE (1300 468 233) or email an enquiry to getrecognised@gotafe.vic.edu.au.

RPL Process

Evidence required for a RPL

Examples of evidence you may want to consider using include:

- Brief resume/curriculum vitae
- Position descriptions
- Work samples
- Practical demonstration in the workplace
- Assessment interviews
- References and support from your supervisor or others in your community/previous employers
- Details of in-house courses or workshops
- Videos and photos of work you have completed.
Program Name: MSF30413 – Certificate III Glass & Glazing

Program Overview
The Certificate III in Glass and Glazing (LMF30611) describes the skills and knowledge required to perform a range of glass and glazing job roles, including safely manufacturing, processing, moving and installing various types of glass and handling glazing materials and components. Some work may cross into the shop and office fit out sector. Areas of study include safe storage and handling of glass, use of machinery, glazing, leadlighting and the fabrication and assembly of metal frames and the installation of mirrors.

Job roles would be in a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Entry requirements
Students are required to be employed as an apprentice or be able to demonstrate experience in the trade. All prospective students will be required to sit a LL&N (Learning, Literacy & Numeracy) assessment to provide staff with an indication of existing levels of LL&N capability.

Students must be able to read and write documents and understand maths concepts to a level required to complete Year 10, or read and write documents and complete maths work to the level needed.

Accepted through an Australian Apprenticeship pathway.

Who should attend?
This course is offered as an Apprenticeship. Participants must first secure employment in their chosen field before commencing training. GOTAFE can provide guidance to assist in identifying appropriate employment opportunities.

Course duration
Type of training delivery available for this program:
- On the job
- Online units
- Combined flexible delivery
- Face-to-face delivery

Assessment process
Participants are assessed via completion of required tasks and a demonstration of skills, e.g. written and verbal assignments, practical work, projects and/or written tests.

See Appendix 3 for Core and Elective Units.
## AS1288 Intermediate Program

### Aim
The aim of this workshop is to build on the knowledge participants have with the content of AS1288-2006. Participants are required to learn the Standard, and how to use selected parts of the Standard in practical applications.

### Who should attend?
The course is open to employees in the glass and glazing industry, and other professions, who require a selected knowledge of the functions of sections in AS1288 and a working understanding of the full Standard. Their role will require them to make glass determinations for a range of environments both domestic and commercial in the built environment. Ideally suited for Sales people and Glaziers.

### Delivery method
Students can select either a 1-day classroom program or an online program option if required.

## AS1288 Advanced Program

### Aim
The aim of this workshop is to build on the knowledge participants have with the content of AS1288-2006. Participants are required to learn the Standard, and how to use the Standard in practical applications. They must also be able to demonstrate practical applications of the Standard in a real work-time environment.

**Note:** This program meets AGGA Accredited Company AS1288 requirements.

### Who should attend?
The course is open to employees in the glass and glazing industry, and other professions, who require a detailed knowledge of the functions of AS1288. Their role will require them to make glass determinations for a range of environments both domestic and commercial in the built environment. Ideally suited for estimators, employees involved in tendering and team leaders.

### Delivery method
Students can select either a 1-day classroom program or an online program option if required.

## IGU Introductory Workshop

### Aim
This one-day workshop is targeted at existing workers needing to gain the additional knowledge required to fabricate and install IGUs to meet the “AS4666:2012 Insulated Glass Units” Standard.

### Topics covered:
- AS4666:2012 introduction
- Manufacturing and assembly requirements
- Identifying IGU defects
- Certification requirements
- IGU handling and transport recommendations
- Fabrication Standards
- Installation Standards
- IGU Maintenance.

### Who should attend?
Anyone involved in the installation of IGUs, who is involved in running teams in IGU installation or involved in sales of IGUs.

### Delivery method
Businesses can select either a general 1-day classroom program or a customised delivery structure if the business has 6 or more students from one organisation.
Certificate IV in Training and Assessment (TAE40110)

**Aim**
This qualification is designed for employees delivering training and assessment in your workplace. This qualification is required by trainers and assessors if you are working with an RTO for ‘auspice’ training or if you require the training to have a formal qualification outcome. This qualification, or the skill sets derived from units of competency within it, is also suitable preparation for those engaged in the delivery of training and assessment of competence in a workplace context that may not require a formal outcome.

**Who should attend?**
Ideal for senior operators, supervisors, workplace trainers and mentors, this program will provide you with the skills to conduct training and assessment evaluations, lead a team that fosters innovation, develop training and assessment, organisational policies and procedures, manage people and how to recruit, select and induct staff.

**Delivery method**
Businesses can select either a general 5-day classroom program or a customised delivery structure if the business has 6 or more students from one organisation.

Customer Service – Glass Industry

**Aim**
Go out of your way and provide great service by being equipped with the practical skills and knowledge to confidently connect with your valued customers. Learn how to communicate effectively, respond and handle your customer’s complaints. Deal with difficult situations promptly and efficiently. Address their needs, wants and expectations by building rewarding long relationships.

**Who should attend?**
Any member of the business who has direct contact with your consumers, including Glaziers, Sales people and any member of staff who has a customer service requirement.

**Delivery method**
The program is business customised. We come to you, review your needs and develop a customer service program specifically for your business.

Online Programs and DVDs

AGGA now offers the following online programs or DVD learning resources:

**Online programs**
- AS1288 Intermediate
- AS1288 Advanced

**DVD Learning resources**
- Shower screen installation
- Splashback installation

To book training, purchase online programs or Training DVD please contact

**Patrick Gavaghan National Training Manager**
Australian Glass & Glazing Association (AGGA)
105 Gardenvale, Gardenvale, VIC 3158
T 03 8669 0170 F 03 9867 4557 M 0401555656
E patrick@agga.asn.au

To access and purchase online programs and DVD’s go to: [www.aggaonline.com.au](http://www.aggaonline.com.au)
# CPD Points Training Matrix

<table>
<thead>
<tr>
<th>Accredited Training (<a href="http://www.training.gov.au">www.training.gov.au</a>)</th>
<th>CPD</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSF40413 Certificate IV in Glass and Glazing # (10 per annum)</td>
<td>20</td>
<td># CPD points claim once only</td>
</tr>
<tr>
<td>BSB30115 - Certificate III in Business #</td>
<td>4</td>
<td>* Maximum of 1 point per annum</td>
</tr>
<tr>
<td>BSB40415 - Certificate IV in New Business Management #</td>
<td>10</td>
<td>☵ CPD points allocated by AGGA after submission from applicant</td>
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<tr>
<td>BSB50215 - Diploma of Business #</td>
<td>8</td>
<td>^ Training free to QBE policy holders</td>
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<tr>
<td>Skill Set in Business</td>
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<tr>
<td>BSB42015 Certificate IV in Leadership and Management #</td>
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<tr>
<td>BSB51915 Diploma of Leadership and Management #</td>
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<td>BSB41415 Certificate IV in Work Health and Safety #</td>
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<td>BSB51315 - Diploma of Work Health and Safety</td>
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<tr>
<td>CPC5030B - Diploma of Building and Construction [Management] #</td>
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<tr>
<td>BSB42504 - Certificate IV in Project Management Practice 905 +</td>
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<tr>
<td>BSB51415 - Diploma of Project Management Management #</td>
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<td>MSS40312 - Certificate IV in Competitive Systems and Practices #</td>
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<tr>
<td>TLILIC2005A - Licence to Operate an Elevating Work Platform # +</td>
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<tr>
<td>CPCCLSPF2001A - Licence to Erect, Alter and Dismantle Scaffolding. Basic #+</td>
<td>5</td>
<td></td>
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<tr>
<td>CPCCM2008A - Erect, Alter and Dismantle Scaffolding. (Max 4 m) +</td>
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<tr>
<td>NOHSC:1006 Licence to Erect, Alter &amp; Dismantle Scaffolding. Intermediate +</td>
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<tr>
<td>CPCCLSR3001A - Licence to Perform Rigging – Basic # +</td>
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<tr>
<td>NOHSC:1006 2001 Rigging Intermediate +</td>
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<tr>
<td>CPCCLDG3001A - Licence to Perform Dogging #</td>
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<tr>
<td>TAE40110 Certificate IV in Training and Assessment #</td>
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<tr>
<td>TAEDEL404A - Mentor in the Workplace (AGGA Program)</td>
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<tr>
<td>CTA BCG 30001A [part] Asbestos Identification +</td>
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<tr>
<td>CPCDE3014A Asbestos Removal [Non-friable] +</td>
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<tr>
<td>CPCDE3015A Asbestos Removal [Friable] +</td>
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<tr>
<td>CPCCB501A Asbestos Assessment for Removal +</td>
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<td>TDTD3698B/1/2/3/4/5 Mobile Crane Operations +</td>
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<td>TLILC2001A Fork Lift Operations +</td>
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<td>Heavy Vehicle Truck Licence +</td>
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<tr>
<td>Medium Rigid Vehicle Licence +</td>
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<tr>
<td>BSBWHS404A WHS Hazard Identification &amp; Risk Management 373 +</td>
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<tr>
<td>Elevated Work Platform Operation – Self Moto 601, 1452 +</td>
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<tr>
<td>Elevated Work Platform Operation – Truck Mounted 1453 +</td>
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<td>Elevated Work Platform Operation – Boom Type 1454 +</td>
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<tr>
<td>Single Units of Competency Agreed by AGGA/RTO∞</td>
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## Safety, business and related Training (formal and informal)

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<th>CPD</th>
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<td>QBE Manual Handling Risk Assessment^</td>
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<td>QBE Understanding WHS and Risk Management^</td>
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<tr>
<td>HLTAID003 - Provide First Aid 114 +</td>
<td>4</td>
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<tr>
<td>HLTAIA &amp; PRSS0206A Senior First Aider 284 +</td>
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</tbody>
</table>

Note: AGGA Queensland members will be eligible for subsidies from Construction Skills Queensland. This subsidy will be for most construction programs listed on the CPD training matrix. Contact your State Association for up to date information.

**Legend**

- # CPD points claim once only
- * Maximum of 1 point per annum
- ☵ CPD points allocated by AGGA after submission from applicant
- ^ Training free to QBE policy holders
- + Training Subsidy available from CITB (SA members only)

**Comments**

- Training Subsidy available from CITB (SA members only)

**Note:** AGGA Queensland members will be eligible for subsidies from Construction Skills Queensland. This subsidy will be for most construction programs listed on the CPD training matrix. Contact your State Association for up to date information.
### Appendix 1

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Hours</th>
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<td>Health and Safety Representative Level 2</td>
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<td>Health and Safety Representative Level 3</td>
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<td>Manage Contractor Safety 1443</td>
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<td>Contracts Management Course 242</td>
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<td>Load Restraint Course 1123</td>
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<tr>
<td>Microsoft Word Processing or Spreadsheets 1363, 1364, 1365, 1366</td>
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<tr>
<td>Integrated Computer Applications 1367</td>
<td>4</td>
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</table>

**Required for SA Construction licence**
## Appendix 1

<table>
<thead>
<tr>
<th>AGGA Formal and Informal Training</th>
<th>CPD</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to the Glass Industry #</td>
<td>1</td>
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</tr>
<tr>
<td>AS1288 Introduction #</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>AS1288 Intermediate #</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>AS1288 Advanced (Workshop or Online) #</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>AS1288 Advanced #</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Window and Glass Efficiency</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Attending State Members Workshops/Info Sessions</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Attending AGGA Workshops &amp; Information Sessions</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>AGGA Conference Plus Activities</td>
<td>4 - 6</td>
<td></td>
</tr>
<tr>
<td>State Conference Plus Activities</td>
<td>1 - 4</td>
<td></td>
</tr>
<tr>
<td>ACCC Consumer Law (10 Modules 1 CPD per Module)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>AS4666 Introduction #</td>
<td>2</td>
<td></td>
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<tr>
<td>IGU Install Skills Set #</td>
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<td></td>
</tr>
<tr>
<td>IGU Manufacture Skill Set</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Energy Efficiency Program</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Balustrading Presentation</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Customer Service for Glaziers 1/2 Day Program</td>
<td>1.5</td>
<td></td>
</tr>
<tr>
<td>Customer Service Excellence 2 Day Workshop</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Manual Handling in the Glass Industry 215,772,782, +</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Manual Handling with Small Plant and Equipment B18,1309 +</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Reporting and Investigating Workplace Accidents/Incidents 804 +</td>
<td>6</td>
<td></td>
</tr>
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</table>

### Other Activities

<table>
<thead>
<tr>
<th>Other Activities</th>
<th>CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awards Submissions or Sponsoring Awards</td>
<td>2</td>
</tr>
<tr>
<td>Attending AGGA AGM</td>
<td>1</td>
</tr>
<tr>
<td>Attending State Members Meetings</td>
<td>1</td>
</tr>
<tr>
<td>Member of AGGA Exec or Committee</td>
<td>3</td>
</tr>
<tr>
<td>Member of State Exec or Committee</td>
<td>2</td>
</tr>
<tr>
<td>Web Research and Industry Manual Reviews *</td>
<td>1</td>
</tr>
<tr>
<td>Supplier Workshop ∞</td>
<td>1-5</td>
</tr>
<tr>
<td>Member Company in House Training or Activity ∞</td>
<td>1-5</td>
</tr>
<tr>
<td>Other (To be Agreed by AGGA and Applicant) ∞</td>
<td>1-5</td>
</tr>
</tbody>
</table>

Completed test must be supplied for each module

## Appendix 2

### AGGA National Australian Apprenticeships Support Network (AASN) Partners

**Victoria MAS National**

Newcastle M & A (Man & a Machinery) Ltd

Rod Styles, State Manager Victoria

rod.styles@masexperience.com.au

0418 512 085

**South Australia MAS National**

Renée Smart, State Manager South Australia

Renée.Smart@masexperience.com.au

0408 600 248

**Tasmania MAS National**

Andrew Hyatt, Senior Consultant

andrew.hyatt@businessandemployment.biz

0408 850 062

**Western Australia Busy At Work**

Jo Eagle State Manager, Western Australia

Jo.Eagle@jobfutures.com.au

0417 182 952

**Queensland Busy at Work**

Kate Dobson, Senior Business Development Manager

kate.dobson@busyatwork.com.au

0400 257 094

**Northern Territory Australian Apprenticeship Support Network NT**

Bree McLure, Gateway Co-ordinator

bree.mcclure@aannt.com.au

(08) 8935 8200

0417 868 484

**New South Wales/ACT HVTC**

Abraham Ghossain, AASN Manager

0419 520 328

aghossain@hvtc.com.au
## Appendix 3

### MSF30413 Certificate III in Glass and Glazing

#### Core Units

The following 11 Core Units are to be completed:

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAD003</td>
<td>Apply first aid</td>
</tr>
<tr>
<td>MSAENV272B</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>MSAPMISP102A</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>MSAPMISP106A</td>
<td>Work in a team</td>
</tr>
<tr>
<td>MSFGG2001</td>
<td>Use glass and glazing sector hand and power tools</td>
</tr>
<tr>
<td>MSFGG2003</td>
<td>Operate glass freefall rack and table</td>
</tr>
<tr>
<td>MSFGG2004</td>
<td>Process thin glass by hand</td>
</tr>
<tr>
<td>MSFGG2005</td>
<td>Apply basic glass handling</td>
</tr>
<tr>
<td>MSFGG2006</td>
<td>Move single glass sheets by mechanical means</td>
</tr>
<tr>
<td>MSFGG2007</td>
<td>Process glass by basic machines</td>
</tr>
<tr>
<td>MSFGN2001</td>
<td>Make measurements and calculations</td>
</tr>
</tbody>
</table>

#### Elective Units

Select 13 units from Groups A, B, C, D, E and F as specified below.

**Group A**

Select a minimum of 1 unit from Group A.

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCCOHS2001A</td>
<td>Apply OHS requirements, policies and procedures in the construction industry</td>
</tr>
<tr>
<td>MSAPMOHS200A</td>
<td>Work safely</td>
</tr>
</tbody>
</table>

**Group B – Glass Processing**

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEM30031A</td>
<td>Operate computer-aided design (CAD) system to produce basic drawing elements</td>
</tr>
<tr>
<td>MSFFM3024</td>
<td>Construct jigs and fixtures</td>
</tr>
<tr>
<td>MSFGG3001</td>
<td>Store and handle glass</td>
</tr>
<tr>
<td>MSFGG3003</td>
<td>Move block and bulk glass sheet by mechanical means</td>
</tr>
<tr>
<td>MSFGG3004</td>
<td>Process thick glass</td>
</tr>
<tr>
<td>MSFGG3005</td>
<td>Process glass by semi-automatic machines</td>
</tr>
<tr>
<td>MSFGG3006</td>
<td>Process glass by automatic machines</td>
</tr>
<tr>
<td>MSFGG3007</td>
<td>Apply and handle films and coated glass</td>
</tr>
<tr>
<td>MSFGG3008</td>
<td>Form glass</td>
</tr>
<tr>
<td>MSFGG3009</td>
<td>Apply patterns and designs to glass</td>
</tr>
<tr>
<td>MSFGG3010</td>
<td>Set up and operate glass laminating equipment</td>
</tr>
<tr>
<td>MSFGG3011</td>
<td>Set up and operate glass toughening equipment</td>
</tr>
<tr>
<td>MSFGG3012</td>
<td>Set up and operate glass mirroring equipment</td>
</tr>
<tr>
<td>MSFGG3013</td>
<td>Set up and operate insulated glass unit manufacturing equipment</td>
</tr>
</tbody>
</table>

**Group C – Glazing**

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSFGG2002</td>
<td>Use, handle and store glass and glazing products and consumables</td>
</tr>
<tr>
<td>MSFGG2008</td>
<td>Glaze and re-glaze residential windows and doors</td>
</tr>
<tr>
<td>MSFGG2009</td>
<td>Fabricate and assemble frames</td>
</tr>
<tr>
<td>MSFGG2010</td>
<td>Fabricate and install insect and security screens</td>
</tr>
<tr>
<td>MSFGG3002</td>
<td>Assess glass and glazing requirements</td>
</tr>
<tr>
<td>MSFGG3015</td>
<td>Fabricate and install shower screens and wardrobe doors</td>
</tr>
</tbody>
</table>
Appendix 3

<table>
<thead>
<tr>
<th>Group C - Glazing (continued from page 57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit code</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>MSFGG3016</td>
</tr>
<tr>
<td>MSFGG3017</td>
</tr>
<tr>
<td>MSFGG3018</td>
</tr>
<tr>
<td>MSFGG3019</td>
</tr>
<tr>
<td>MSFGG3020</td>
</tr>
<tr>
<td>MSFGG3021</td>
</tr>
</tbody>
</table>

**Group D – Architectural Stained Glass**

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSFGG3014</td>
<td>Construct and repair leadlight panels</td>
</tr>
<tr>
<td>MSFSL2001</td>
<td>Assemble leadlight and stained glass components #</td>
</tr>
<tr>
<td>MSFSL3001</td>
<td>Apply product and material knowledge to leadlight and stained glass operations</td>
</tr>
<tr>
<td>MSFSL3002</td>
<td>Protect stained glass and leadlighting</td>
</tr>
<tr>
<td>MSFSL3003</td>
<td>Fabricate and install residential leadlight and stained glass windows and doors</td>
</tr>
<tr>
<td>MSFSL3004</td>
<td>Prepare and install architectural engineered leadlight and stained glass</td>
</tr>
<tr>
<td>MSFSL3005</td>
<td>Paint and fire glass #</td>
</tr>
</tbody>
</table>

**Group E**

A maximum of 4 units may be selected from the following:

- Units not previously selected from Groups A, B, C or D
- Maximum of 3 units from Group F
- Maximum of 4 relevant units from this Training Package
- Other endorsed Training Packages and accredited courses, where those units are available at Certificate II level (max 1 unit), Certificate III level (max 4 units) or Certificate IV level (max 1 unit).

If any units are selected from other Training Packages and accredited courses, they must be relevant to the qualification outcome and not duplicate any units in this certificate.

**Group F**

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWHS401A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
<td></td>
</tr>
<tr>
<td>CPCCCM2001A</td>
<td>Read and interpret plans and specifications</td>
<td></td>
</tr>
<tr>
<td>CPCCCM2006B</td>
<td>Apply basic levelling procedures</td>
<td></td>
</tr>
<tr>
<td>CPCCCM2010B</td>
<td>Work safely at heights</td>
<td></td>
</tr>
<tr>
<td>CPCCOHS1001A</td>
<td>Work safely in the construction industry</td>
<td></td>
</tr>
<tr>
<td>CPCCOHS2001A</td>
<td>Apply OHS requirements, policies and procedures in the construction industry</td>
<td></td>
</tr>
<tr>
<td>CUVACD301A</td>
<td>Produce drawings to communicate ideas</td>
<td></td>
</tr>
<tr>
<td>CUVACD201A</td>
<td>Develop drawing skills to communicate ideas</td>
<td></td>
</tr>
<tr>
<td>CUVCAL301A</td>
<td>Produce calligraphy</td>
<td></td>
</tr>
<tr>
<td>MSAPMSUP201A</td>
<td>Receive or despatch goods</td>
<td></td>
</tr>
<tr>
<td>MSFBA2009</td>
<td>Construct metal louvre and canopy-hooded style awnings</td>
<td></td>
</tr>
<tr>
<td>MSFFFM3009</td>
<td>Produce manual and computer-aided production drawings</td>
<td></td>
</tr>
<tr>
<td>MSFGG4003</td>
<td>Manage glass industry production scheduling</td>
<td></td>
</tr>
<tr>
<td>MSFGN3001</td>
<td>Read and interpret work documents</td>
<td></td>
</tr>
<tr>
<td>MSFGN3002</td>
<td>Estimate and cost job</td>
<td></td>
</tr>
<tr>
<td>TAEDEL404A</td>
<td>Mentor in the workplace</td>
<td></td>
</tr>
<tr>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substance</td>
<td></td>
</tr>
<tr>
<td>TLILIC2001A</td>
<td>License to operate a forklift truck</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 4

GLASS & GLAZING EMPLOYEE MENTORING & APPRENTICESHIP MENTORING PLAN

Industry Owned, Industry Driven

All Industry Employees

Embedded Mentor
(Your Workplace Mentor)

AGGA State Mentor

Australian Apprenticeship Support Network (AASN) Mentor

AGGA Support & Coordination

Apprentice Mentoring Transition 1
Apprentices currently mentored by Embedded Mentor stay with Embedded Mentor

New Apprentices
Mentored by Embedded Mentor when one exists in their workplace

Other Employees
Also mentored by Embedded Mentors

Apprentice Mentoring Transition 2
Apprentices currently mentored by State Mentor will transition to Embedded Mentor in their workplace (once trained by AGGA).
If no Embedded Mentor, apprentice will transition to AASN Mentor.
State Mentor will support Embedded Mentor and AASN Mentoring activities and be available for transition mentoring.

Apprentice Mentoring Transition 3
Apprentices currently mentored by State Mentor will transition to AASN Mentor if no Embedded Mentor in place.
New Apprentices
Mentored by an AASN mentor

What do you get from your Mentor?

Mentoring for Apprentices
Support in...
- Setting up a career pathway with employer and training organisation
- Completing training
- Overcoming workplace issues
- Broadening industry knowledge and network
- Goal setting and achieving goals
- Transition to leadership roles in the workplace
- Achieving work-life balance

Support for Employer
Information and support in...
- Understanding training options that will deliver return on investment
- Addressing training requirements with RTO
- Setting up an apprentice and communicating with Australian Apprenticeship Support Network
- Communicating through conflict with an apprentice
- Increase skill level and commitment of apprentices

Contact
Patrick Gavaghan
National Training Manager
Email agga@agga.asn.au
Phone 03 8669 1070
www.careersinglass.com.au
www.aggamentors.com.au
www.agga.asn.au
Appendix 5

AGGA CPD Program for Master and Certified Glaziers

SAMPLE RECOGNITION OF PRIOR LEARNING (RPL) FLOWCHART

The flowchart below gives you an outline of the RPL assessment process and is a diagrammatic version of the information contained in most ‘RPL process’ programs. Please note: this is only an example of an RPL assessment process, and it may not be exactly the same as the process you go through with your assessor. However, this example highlights the main steps in the process and what’s involved with each step.

Select the RTO to conduct your RPL

You should research RPL providers carefully, as services and fees can vary. Check your Master Glazier manual for recommended RTOs

Apply for RPL

Complete RPL

Gather evidence as required

Evidence documentation

Evidence review

Initial Meeting with your RPL Assessor

Discuss and agree on types of evidence that will be required.

RPL Interview and competency discussion

Judgement made on Evidence

GAP Training (Only if required)

If you meet all the requirements for RPL against all of the competencies, you will be issued with your Glazing qualification. If you have any questions please contact AGGA Training at agga@agga.asn.au or mobile 0401 555 656.

GAP Training is the term used for any training you need to undertake in your skills and/or knowledge ‘gaps’ identified through the assessment process. This should only occur if you have not produced enough evidence for a complete RPL. Have your Assessor explain why they think Gap Training is needed as you may have other evidence that could be used.

Based on the information in your application, the assessor will determine the most appropriate means of assessment; i.e. by evidence based portfolio, interview, combination etc.

This stage of the process usually involves you filling out some paperwork and providing some evidence about your skills, knowledge and experience so that your RPL assessor can do a basic appraisal of your eligibility for RPL, before accepting you into an RPL program.

Following the instructions from your RPL assessor, you can now go about gathering evidence for your portfolio. Remember the rules and guidelines for evidence, and if you have any queries at all, check with your assessor. Your assessor will review the evidence you have gathered. They will be checking it against the rules of evidence, and ensuring that it represents a sufficient demonstration of competency for RPL.
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