



Glass & Glazing
Institute of
New Zealand

Core Fundamentals Glazing Journal

Apprentice Name:

Apprentice Mobile:

Company:

Company Address:

If Journal is found please return to the Student at the above address.

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To the Employer

Congratulations on making the commercial decision to train through the Glass and Glazing apprenticeship system.

Through regular mentoring the company will be rewarded with increased productivity which results in a better bottom line. Another trick to improve productivity is by ensuring the apprentice uses new skills learned at the block course within 8 weeks after returning to the workplace. It means the apprentice will be able to undertake more complex tasks whilst still on a lower wage rate.

The block course timetable is included so you know the content of the curriculum that is being taught. It shows, the skills that are learned and practiced, in an environment which provides the opportunity to improve from mistakes through guided learning, under the watchful eyes of the experienced tutors. The timetable also shows the homework study schedule set for each night. The homework study readings and modules are an essential component of off-job learning. Homework study is preparation for the next day at the course. Homework is mandatory to make sure the apprentice is able to keep up with the rapid pace of learning. Some apprentices prefer to begin the readings and the on-line learning modules before attending their block course and this is a really good time management.

This journal also contains a selection of projects connected to block course learning. The journal is a valuable tool for you to have a conversation once the apprentice returns to work. Your apprentice will be writing in this journal, completing theory exercises and reflecting on skills as undertaken in their practical projects. Analysing practical tasks and critically reflecting on their accomplishment, contributes to and enhances skills further. An apprentice is expected to develop personally through analysis of the learning process that he / she is undertaking by taking responsibility for their own learning outcomes. It is expected the company's investment in training will be rewarded.

The final "Practical Project" section of this journal depicts the challenge that is set by the tutors which covers all the learning from the course. Apprentices are given a set of plans with a brief that outlines which sections of the plans will be their "Project". The "Project" is set to enable the full process to be practiced - Health and Safety considerations, using and applying industry legislation standards and codes, interpreting plans / specifications working out variations, using knowledge of glass and the various applications, making a template and cutting glass with various shapes, measure from scale, calculate, price and order glass / materials.

Taking a genuine interest in your apprentices learning will enhance the skills of your employee for the betterment of your company. Please take the time to read this journal and have a constructive and encouraging conversation with your apprentice. Of course any feedback about the structure of this journal would be most appreciated and can be sent to gginz@outlook.co.nz

Kind regards

Deb Paul

General Manager

Glass and Glazing Institute of New Zealand

deb.paul@ggi.nz

021 455 515

To The Apprentice.

Shortly you will be attending your first block course at the Glass and Glazing Institute of NZ (GGINZ) in Lower Hutt, Wellington. Block courses (off-job training) are an effective way of learning and sharing skills and knowledge. Block courses allow you to learn with other apprentices who have a similar skill set, sharing the learning experience as you are working towards the same goals. Block courses are a really important part of your apprenticeship.

You are coming to a supported learning environment where you will be able to access knowledge and develop skills in an environment which fosters excellence, in a commercially competent time frame. When you return to your workplace you will be able to use your skills and work for your company as a more valuable employee.

For many of you it may be the first time you have lived away from home. Not only will you need to be responsible for your learning and personal safety, you will need to apply great time management skills. You will be expected to arrive at the GGINZ on time, well fed, rested and fully prepared to learn.

This Self Reflection Journal

The GGINZ (Glass & Glazing Institute of New Zealand) is contracted by BCITO to deliver your off-job training which prepares you for many of your final on-job assessments. Your on-job assessments are undertaken with the assessment team of your employer / supervisor, your BCITO Training Advisor and of course you. Being assessed is working towards being a qualified Trades-person with a New Zealand Certificate. The block course work and this journal will contribute to those assessments.

During the course you will complete the Journal pages titled *Self Review, How Well Am I Doing* and also the project pages where you are able to insert some pics of your work and write about how well you think you achieved the set tasks or what you would do differently. There are suggestions in Page 5 of this Journal to help you complete the Self Reflections of your projects.

Homework

Every night you will have homework. What needs to be done can be seen at the bottom of the timetable on the next page. Completing your homework is mandatory (compulsory, not optional). It is preparation for your tutorials the next day. Without this preparation you are likely to find the tutorials difficult. It is OK to begin this homework prior to attending off-job training. If you are having difficulty with any of this work, or any other part of the course, please discuss with one of your tutors - Frank Cole or John Mortensen. Alternatively if you would prefer to speak with someone else contact the GGINZ General Manager, Deb Paul 021 455 515 or deb.paul@ggi.nz

As part of Unit Standard 19605 Customer Service you will complete several **on-line modules** through a website called Pathways Awarua. These modules can be seen at the bottom of the timetable under **Homework**. They have a number such as L2010. You will need to register on this learning website prior to the first day of course. Please bring your laptop, Ipad or notepad, smartphone with you. After Day 1 your device can be kept at your accommodation so you can complete your homework. if you are not so keen on reading let your tutors know as we are able to set you up so the GGINZ laptops will translate text to speech.

How to register with Pathways Awarua

Step 1: Go to the website GoPlacesNow.co.nz and click on the registration button and click on **Register**

Step 2: Complete the form. The Join Code is F03891 (Upper case F, then the rest are numbers including the zero). Make the password one you will remember.

Step 3: A confirmation email will be sent to you.

Things to bring with you to Block Course at the GGINZ

In addition to the safety gear / tools as requested - list on next page - please bring

- **This Journal**
- **Laptop, iPad or Notebook, Gloves EN 388 3543**

What tools will I need to bring to my block course?

oil glasscutter (4mm - 6mm)
glazing roller
ape measure stripping knife
claw hammer

dusting brush
glass gauntlets
calculator
pen, pencil, paper and ruler
glass gloves - EN388 3543
safety glasses
safety boots

glass pliers
leather apron (optional)
silicone tooling spatula
glass marking pens/pencils
safety boots
Your *BCITO* books

Clothing at Block Course

Please note: Both BCITO and the GGINZ are concerned regarding Health and Safety issues and apparel worn at Block Courses. Therefore, hoodies are deemed to be inappropriate and must not be worn whilst attending Block Course. Instead it is recommended that attendees wear their company uniform.

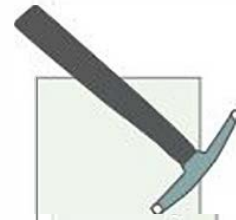
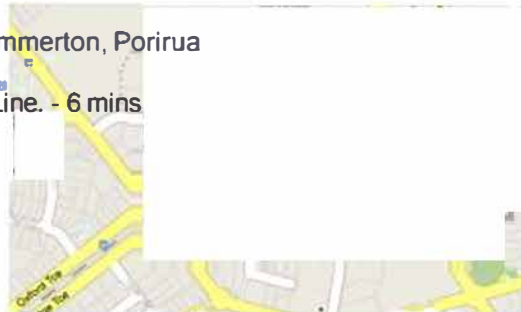
Glass gloves with the code EN388 are compulsory in the workshop area of the GGINZ. Bring them so you don't have to buy them while you are at course.

Where are my Block Courses held?

Block Courses are held at

Glass and Glazing Institute of New Zealand 3 Cedric Place Plimmerton, Porirua

It is walking distance from Plimmerton train station on the Kapiti Line. - 6 mins
You can check it out for yourself in Google maps.



All about block courses

Core Fundamentals Course Timetable

Week 1	Day 1	Day 2	Day 3	Day 4	Day 5
8.00 - 8.03		Roll - Tutors to note lateness / absence			
Tool Box H & S for daily tasks.	9.00am Welcome & Introductions	Tool Box Meeting. H & S daily for set tasks			
8.15		19605 Customer Service	19605 Customer Service	19605 Customer Service	19605 Customer Service
8.45	Site & Naenae familiarisation Course Timetable	26079 Making a Template			2545 & 28208 DKO & Interpret Plans & Sketches & 28205 Apply Codes of Practice
	Rules & Expectations Tutor no. in case of absence / emergency Induction Forms BCITO Rep				
9.45					
10.00	Morning Break				
10.15	Health & Safety At Work Act Induction Orientation				
	Emergency Plan, Evacuation 1st Aiders, Expectations at course				
	H & S Video Incident / Injury Reporting	28755 Cutting Glass Manually			
12.15	Lunch Break				
2.45	for whole course	Speaker on E2/AS1			
	Afternoon Break				
12.45 3.00	Continue with Health & Safety 19605 Customer Service Pathways Awarua. Register students, Start Introduction - Learn How To Use Pathways Awarua. Start Module L4010 Listening for Learning	28205 Apply Codes of Practice & Industry Standards for the Production of Glass Items 28755 Cutting Glass Manually			Field Trip to Processing Plant Field Trip to Processing Plant
	Tool Box meeting Form				

Week 1 Homework

Day 1	Day 2	Day 3	Day 4	Day 5
<p>Pathways Awarua module L4010</p>	<p>Read BCITO Resource page 215 - 221 on Legislation</p>	<p>Complete Pathways Awarua Modules L 2020 and W1020.</p>	<p>Complete Pathways Awarua L4040 module Please note: Modules L4010, L2010 L3010 & L2020 MUST be completed by tonight.</p>	<p>Read ready for Monday morning. BCITO Resource Pg 198 Keeping customers informed.</p>
<p>2 Read BCITO Resource Book Pages 188 - 193 about Customer Service</p> <p>3 BCITO Resources Book Pages 156 & 157 on Area & Measurement.</p>	<p>Read BCITO Resource page 222 on Codes</p>	<p>Read BCITO Resource, Page 195 about Customer Service</p> <p>Read BCITO Resource, Page 223 - 229 on Industry Standards</p>	<p>Read BCITO Resource Pgs 196 - 197 Customer Needs</p> <p>BCITO resources Pages 206 - 214 and 234 - 243 Glass Terminology</p>	

Week 2	Day 6	Day 7	Day 8	Day 9	Day 10
8.00 - 8.03	Roll - Tutors to note lateness / absence Tool Box Meeting. H & S daily for set tasks				
8.15	2545 & 28208 DKO & Interpret Plans & Sketches & 28205 Apply Codes of Practice			28213 Calculate Price	19617 Order Materials
10.00	Morning Break				
10.15	2545 & 28208 DKO & Interpret Plans & Sketches & 28205 Apply Codes of Practice			19617 Order Materials	28213 Calculate Price
12.15	Lunch Break				
12.45	Project / Challenge	Project / Challenge	Project / Challenge	Project / Challenge	
2.45	Afternoon Break				
3.00	Project / Challenge	Project / Challenge	Project / Challenge	Project / Challenge	
4.25	Tidy up Classroom Kitchen Toilets				
					Tutors to explain what happens from here re reports, further on-job study and assessment. Clean up and collect belongings. Farewell.

Week 2 Homework

Day 6	Day 7	Day 8	Day 9
Complete Pathways Awarua L3020 module	Read BCITO Resource 201. Complete any unfinished modules.	Read BCITO resource Pages 263 to 272 - Gather information, costs, pricing.	BCITO Resource Pages 253 to 262 Ordering
Read BCITO Resource Pages 199 - 200. Dealing with Complaints	BCITO Core Fundamentals Resource book for Apprentices – Chapter 4 Glazing Materials Pages 127 - 141		BCITO Core Fundamentals Resource book for Apprentices – Chapter 4 Glazing Materials Pages 142 - 152
Read BCITO Resources Pages 246 & 247 Quantities, 248 & 249, Reference to Other Drawings & Documents, Page			BCITO Core Fundamentals Resource book for Apprentices – Chapter 4 Glazing Materials Pages 127 Chapter 9

Theory Exercises

After each homework reading there are some Self Review exercises to complete. You are able to check to see how you are doing as the answers are upside down on the bottom of the page.

The pages with a red border titled How Well Am I Doing will be completed during class time.

Unit Standard 19605 Provide Customer Service in the Glass Industry

Purpose of Unit Standard 19605

Apprentices are learning skills to make initial contact with customers; determine and record the customer's needs; inform customers of work progress; respond to customer complaints and build customer loyalty. The following outcomes are a part of block course learning. With further experience on-job, this unit standard will be finally assessed by your BCITO Training Advisor in the workplace.

Pathways Awarua are online learning modules to build essential skills for work. The following modules have been completed by your apprentice as "homework", in conjunction with classroom learning at the Glass and Glazing Institute of NZ.

How to register with Pathways Awarua

Step 1: Go to the website GoPlacesNow.co.nz and click on the registration button and click on Register

Step 2: Complete the form. The Join Code is F03891 (Upper case F, then the rest are numbers including the zero). Make the password one you will remember.

Step 3: A confirmation email will be sent to you.

Apprentices please record the results of these Modules as they are completed:

Body Language L2010,	Completed / not completed
Listening Skills L3010,	Completed / not completed
Taking a Message L2020,	Completed / not completed
Writing a Note W1020,	Completed / not completed
Greeting Customers & Taking Company Phone calls L4040,	Completed / not completed
Listening to Solve Problems L3020.	Completed / not completed

19605 Customer Service Self Review



This review covers what you have learned from your BCITO Glass and Glazing Core Fundamentals Book pages 188 to 193. You may like to go back to check before you mark the statements right or wrong.



	✓ or X
1 Personal hygiene is about keeping yourself clean.	
2 Grooming is about how you look to your customers.	
3 What you say is more important to your customers than your appearance.	
4 It is best to follow company procedures when you make contact with a customer.	
5 Two important goals when making initial contact with a customer are to make them feel welcome and find out what their needs are.	

	✓ or X
6 Write information in the best way you can.	
7 Active listening lets you to do other jobs while you are talking to a customer and saves company time.	
8 Active listening involves paraphrasing what the customer says by putting it into your own words.	
9 You will lose the sale if you let the discussion with a customer go silent.	
10 A customer's body language will tell you how they feel.	

Answers
You should have ✓ 1, 2, 4, 5, 8 and 10.

19605 Customer Service Self Review Cont'd



This review covers what you have learned in BCITO Core Fundamentals Resource Book page 195. You may like to go back to check before you mark the statements right or wrong.



	✓ or X
1 Begin by asking the customer general questions to get the big picture before you ask for the details.	
2 You should use language to suit each customer, depending on how much they understand about the service or product.	
3 How you treat customers will affect how they think about your company.	
4 It's okay to leave gaps when making out a form, because someone else can fill in the small details.	

	✓ or X
5 Don't waste time explaining procedure to your customer.	
6 It is part of your job to tell customers about the procedures your company follows in working with customers.	
7 Customers will think you are clever if you use technical language, as this will show that you are an expert.	
8 Showing customers brochures and products is better than telling them about them.	

Answers
You should have ✓ 1, 2, 3, 6 and 8

19605 Customer Service Self Review Cont'd



This review covers what you have learned in the BCITO Core Fundamentals Book pages 199 to 200. You may like to go back to check before you mark the statements right or wrong.



	✓ or X
1 Use the phone, email or formal reports to inform customers.	
2 Negotiate a reporting schedule for every job, no matter how small.	
3 Customers should always be kept up to date about work progress.	
4 Let customers contact you first about any changes to delivery, rather than waste time worrying them before hand.	

	✓ or X
5 Negotiating with the customer about work in progress is part of the job.	
6 When negotiating work progress with the customer it is important to find out how they want to be kept up to date.	
7 Email, phone and fax are important to use, when keeping your customers informed about work progress.	
8 Reporting schedules should be set up for every customer you work with.	

Answers
You should have ✓ 1, 3, 5, 6 and 7

19605 Customer Service Self Review Cont'd



This review covers what you have learned in BCITO Core Fundamentals Book page 201. You may like to go back to check before you mark the statements right or wrong.

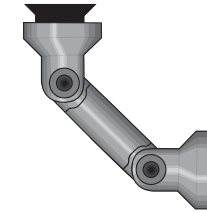


	✓ or X
1 The first thing to do when you receives complaint from a customer is to remain positive.	
2 Most people enjoy complaining, so don't take it seriously.	
3 It is important to acknowledge the complaint before you try to solve the problem.	
4 It is important to refer the complaint to someone else as soon as you can.	

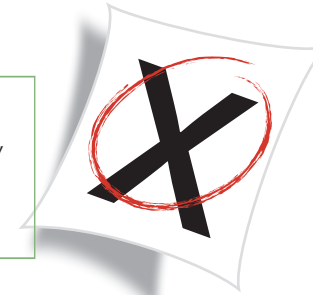
	✓ or X
5 Don't apologise too soon, as the customer may have it all wrong.	
6 It's the customer's job to identify the problem.	
7 Follow company procedures when dealing with complaints.	
8 Customer complaints will destroy your relationship with the customers.	

Answers
You should have ✓ 1, 3 and 7

19605 Customer Service Self Review Cont'd



This review covers what you have learned in BCITO Core Fundamentals Book page 201. You may like to go back to check before you mark the statements right or wrong.



	✓ or X
1 Loyal customers will refer other people to your company.	
2 It's easy to develop a long term relationship with a customer.	
3 Loyal customers are more likely to forgive the company when slip-ups occur.	
4 Management is responsible for developing customer loyalty.	

	✓ or X
5 Showing customers a 'can do' attitude will show that your company responds to their needs.	
6 Timeliness is about knowing your hours of work.	
7 You should make sure each customer gets the best quality product or service they can afford for their money.	
8 Your personal integrity will affect long term relationships with customers.	

Answers
You should have ✓ 1, 3, 5, 7 and 8

Customer Service How Well Am I Doing

Customer service

Unit Standard 19605

Outcome 1.1, 1.2, 1.3

**All answers must be your own work,
without help from anyone.**

1 What is your workplaces dress code

2 What can you learn from your customer body language?

3 When would you use paraphrasing?

This means repeating what you heard the customer say in your own words to check you have heard correctly.

Continued on the next
page.



Customer Service How Well Am I Doing Cont'd

Customer Service

Unit Standard

19605 Outcome 1.4

What information do you need to write down when you are talking to the customer on the phone?

Customer Service How Well Am I Doing? Cont'd

Keeping customers informed.

Outcome 3 to 5

All answers must be your own work,
without help from anyone.

1 Did you and the customer agree on the information to be reported?

How

When

2 How did you report work progress to your customer?

Continued on the next page.



19605 Customer Service How Well Am I Doing? Cont'd



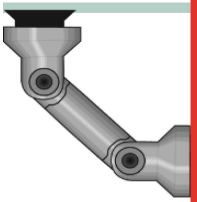
Responding to Complaints Outcome 4.1

3. What would you say to a customer who came to you with a complaint?

All answers must be your own work, without help from anyone.

4. What would you do to deal with or fix the problem?

Continued on the next page.



19605 Customer Service How Well Am I Doing? Cont'd

Customer loyalty
Unit Standard
19605 Outcome 5.1

5 How can you make customers happy so they bring your company return business?

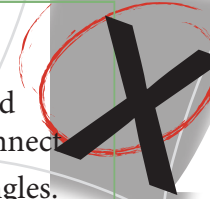
All answers must be
your own work, without
help from anyone.

6. When is it the *best* time to give customers more information about other products and services?

Self review Legislation US 28205



This review covers what you have learned from you readings and class tutorials for US 28205 Apply codes of practice and industry standards to produce glass items Draw a line to connect the name in the middle to the correct definition in the rectangles.



To protect the public from being misled or treated unfairly by traders or shopkeepers. It ensures that customers get information about certain products, and helps to make sure products are safe.

To prevent harm to workers and other people in workplaces. Employers and others are expected to make sure that their actions at work do not result in harm to other people, including members of the public.

To lay down the rules for employers and employees when making an employment agreement. The act takes an "employment relationship" approach and refers to collective and individual employment agreements.

Answers

You can check your self review answers on page 90.

The NZ Building Code

Health and Safety in Employment Act

The Fair Trading Act

The Consumer Guarantees Act

The Employment Relations Act

Compliance documents

The Building Act 2004

To set minimum standards that traders must meet for all goods and services that they sell. The aim of this legislation is to protect consumers by making sure they get what they pay for.

To set out what New Zealanders expect with regard to the quality of buildings. It lists building objectives to be achieved, rather than the construction methods to be used.

To make sure that new buildings are designed and built properly. It also applies to the alteration, demolition and maintenance of existing buildings. This means it applies to all glass and glazing work on every building site throughout New Zealand.

To help people meet the Building Code. They include a New Zealand Building Code Handbook and 35 documents telling about the 35 clauses in the code.

How Well Am I Doing? Legislation

US 28205

Legislation that applies to the glass industry.

Outcome 1.1, 1.2, 1.3

**All answers must be your own work,
without help from anyone.**



Briefly describe the general intent or purpose of the Health and Safety in Employment Act

Describe three ways in which the health and Safety in Employment Act affects employers in the glass and glazing industry.

1

2

3

Describe three ways in which the Health and Safety in Employment Act affects employees in the glass and glazing industry.

1

2

3

Briefly describe the general intent or purpose of the Consumer Guarantees Act.

Describe three ways in which the Consumer Guarantees Act affects employers in the glass and glazing industry.

1

2

3

Describe three ways in which the Consumer Guarantees Act affect employees in the glass and glazing industry.

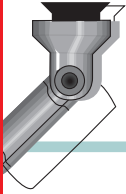
1

2

3

Continued on the next page.





How Well Am I Doing? Legislation cont'd

Briefly describe the general intent or purpose of the Employment Relations Act

--

What are the three provisions that the Employment Relations Act 2000 covers

1
2
3

Describe three ways in which the Employment Relations Act affects employers in the glass and glazing industry.

1
2
3

What are the two types of employment agreements?

One is a _____ agreement
One is an _____ agreement

Describe three ways in which the Employment Relations Act affects employees in the glass and glazing industry.

1
2
3

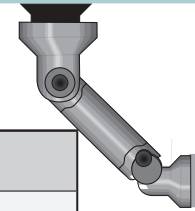
Employment agreements set out the minimum conditions for which you will work. These must include the following three things.

1
2
3

Continued on the next page.



How Well Am I Doing? Legislation Cont'd



Briefly describe the general intent or purpose of the Fair Trading Act.

--

Briefly describe the general intent or purpose of the Building Code

--

Describe three ways in which the Fair Trading Act affects employers in the glass and glazing industry.

1

2

3

Describe two objectives in which the Building Codes safeguards people

1

2

Describe three ways in which the Consumer Guarantees Act affect employees in the glass and glazing industry.

1

2

3

Building Code compliance documents include a Handbook that contains information on building materials and construction details.

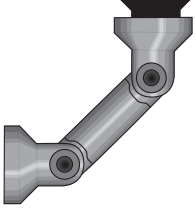
Describe the following building methods

1 Acceptable solutions

2 Verification methods

3 Name two examples of compliance documents

Self review - 2545 Interpret Plans & Sketches



This review covers some of what you have learned about reading plans. Draw a line to show which title from the middle matches the description.

1 Give a picture of what the building looks like from each side, showing the height of the building, the location and size of doors and windows and the general shape of the building including the roof.

2 Provide a bigger, more detailed view of important parts of a structure. They are used to highlight unusual elements in the structure and make sure that are made the way designer had in mind.

3 Give the bird's eye view of the building with the roof taken off, showing the layout of each floor and where doors, windows and fittings will go.

A—Site plans

B—Floor plans

C—Elevations

D—Cross sections

E—Details

4 Show where the building is to be positioned on the land. This may include the distance from boundaries, where the section is located and the legal description to make sure the right building is built in the right place.

5 Similar to X-ray pictures, they show what you would see if you sliced the building from top to bottom and took away one part. They show details of the construction of the building.

Answers
A=4 B=3 C=1 D=5 E=2

How Well Am I Doing? Abbreviations

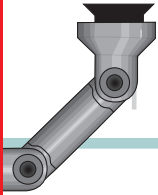
US2545 Demonstrate knowledge of specifications, sketches & plans -- Abbreviations outcome 1.1

All answers must be your own work, without help from anyone.

This work continues on the next page.

1 Write the abbreviations for the following glazing terms		2 Explain these terms to a customer using your own words.
Cast in place		
Low emissivity glass		
Ultra violet		
Insulated glass unit		
Polyvinyl butyral		
Window & Glass Association of NZ		
Flat polish		

How Well Am I Doing? Symbols



US 2545 Demonstrate Knowledge of specifications sketches & plans.



Glass Terms Outcome 1.1

All answers must be your own work, without help from anyone.

This work continues on the next page.



2 Draw three symbols that you have found on work documents and explain them

--	--	--

3 Looking at the floor plan of the house on page in the plans copy the symbol for:

An opening window

Stairs

Shower unit

An external door

How Well Am I Doing? Glass Terms



US2545 Demonstrate knowledge of specifications sketches & plans.

Glass terms and using references

All answers must be your own work, without help from anyone.

4 In your own words, write the meanings of the following glass terms

Condensation

Heat transfer

Laminate glass

Rebate

Slump glass

Weather seal

5 When you come across new glass and glazing words, where can you look them up?

6 Name three websites or reference materials you have used to help in your work

7 Why is it important that the information you give to customers applies to New Zealand conditions and standards?

US19617 Order Materials

Self review



This review covers what you have learned about calculating and ordering materials . You may like to go back to check before marking the statements right or wrong.



	✓ or X
1 If you measure it right the first time, you don't have to measure again.	
2 When working out lead time you need to consider how long it takes for an overseas order to arrive.	
3 Terms of Trade documents never refer to the Consumer Guarantees Act.	

	✓ or X
4 When ordering patterned glass, it is important to state whether the pattern is horizontal or vertical.	
5 The weather can sometimes delay installation.	

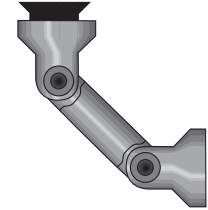
Answers
You should have ✓ 2, 4 and 5.

19617 Pricing Materials

Self review



This review covers what you have learned about pricing. You may like to go back to check before you mark the statements right or wrong.

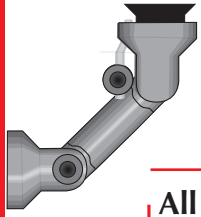


	✓ or ✗
1 The first step is to write down the information you need to price a job from drawings, specifications, tables, charts and site measurements.	
2 To calculate the weight of putty used, work out the perimeter and multiply by 2.4kg.	
3 The WGANZ Guide to NZS 4223: Part 3: is useful when pricing a job.	
4 Some measurements may need to be carried out on site before you can price a job.	

	✓ or ✗
5 Detailing work for pricing should include the thickness and also the weight of the glass.	
6 Detailing work for pricing should include fixing materials.	
7 It doesn't matter if you use an old pricing list to quote for a job.	
8 Verifying your information means checking it is accurate.	

Answers
You should have ✓. 1, 2, 3, 4, 6 and 8.

US28213 Calculate & Order Materials. How Well Am I Doing?



All answers must be your own work, without help from anyone.

Outcome 1.1 Specifications

Outcome 1.2 2.3 Progress Schedule

Outcome 2.1 Work Assigned

Outcome 2.2 Work methods



What do the architectural plans of trade say about:

Pricing

Invoicing

Payments

How does your workplace track:

Work completed?

Payments made?

Ordering glass

When ordering glass, what four details do you need to record.

1

2

3

4

Attach a copy of a glass order filled or made by your company

Glass processes

What are three important details to record when ordering glass drilling

1

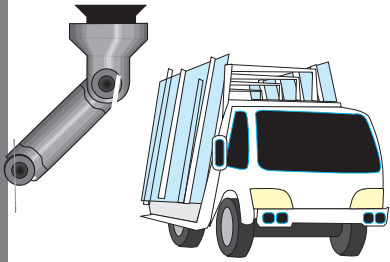
2

3

Practical Projects

After learning the theory, you will be given set projects to complete. This is an opportunity for you to put into practice the new knowledge and demonstrate your practical skills in an environment that is supported and fosters excellence. You will be guided by your tutors and with their assistance encouraged to have confidence to complete these projects in a commercially competent time frame.

Unit Standard 26079 Making a Template to Regular, Irregular and Complex Irregular Shapes



You have now started learning how to make a template. Take pics of your work. Use a pic that clearly shows the calibre of your work that can be shown to the tutors and your boss. Use the suggestions on Page 5 to write a few sentences reflecting on how you think you achieved the set tasks. Keep pics on your phone to show your employer supervisor

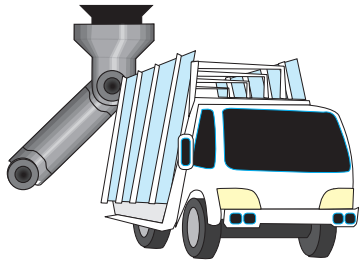
Did you take notes when the tutor gave you the brief for the project? At the start how confident were you about your skills?

Talk about how you well did with your templating project

Talk about what you could do differently to improve.

On a scale of 1 - 10 (10 being the very best) how would you rate yourself?

Unit Standard 28755 Cutting Glass Using a Template



You have now made your template and have been working on cutting glass to regular and irregular shapes using your own crafted template. On your phone take pics of these shapes clearly showing the quality of your work. Show your boss these pics back at work. Using suggestion on Page 6 write a few sentences reflect on how you think you achieved the tasks.

Mention what you are happy with and what you could do differently to make your work of a better quality. Have your techniques improved? Did you remember to check your own work for quality? How did your optimisation go for yield/wastage? What about stock requirements and did you remember to leave your space clean and tidy?

[Empty box for reflection]

Talk about how you well did with cutting for your project

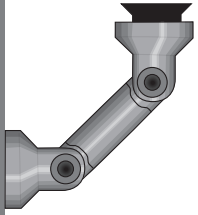
[Empty box for reflection]

Talk about what you could do differently to improve

[Empty box for reflection]

On a scale of 1 - 10 (10 being the very best) how would you rate yourself?

US28213 Pricing Materials. How Well Am I Doing?



Use this check list to help you with pricing the items for your final project.



This work is part of the project final project



Using the Glass & Glazing Institute of NZ form supplied by your tutors quote on

- Selected sections of the architectural plans provided by tutors
You will need your quote forms, document price lists, and order forms to work out the final price.

Give your total price so that it shows the GST and the final price.

Check your work for:

- Accuracy
- Legibility
- Completeness of detail including:
 - Quality and quantity of material required.
 - Glasstypes.
 - Thickness.
 - Weight.
 - Dimensions.
 - Number of pieces.
 - Processes applied for material.
 - Fixing Method.

Photocopy all the documentation you completed or used in the book.
(Include price list, bill of quantities, order or quote forms.)

Please take the time to provide feedback on your course. It will help us to improve on the training experience for glass and glazing apprentices.

Apprentice Survey

<https://www.surveymonkey.com/r/7LKF9BB>

Employers Survey

<https://www.surveymonkey.com/r/7GZW5LN>