



## LITERACY PROFILE:

# Glass Processor

This literacy profile identifies the literacy tasks and skills used by apprentice glaziers. These tasks and skills involve reading, writing, speaking and listening, numeracy, critical thinking, and the use of information and communications technology.

## Reading tasks

### Read signs and short texts

- Safety signs
- Reminders, notes on whiteboard
- Product labels
- Displays on electronic processing equipment
- Diagrams, either handwritten or computer generated including abbreviations, symbols, technical terms, 2D and 3D representations

### Read charts, tables and graphs

- Capacity of lifting equipment
- Pressure graphs
- Catalogue product dimensions, range

### Read forms

- Supplier delivery documents
- Hazard forms
- Near miss (incident or accident)
- "Nicks and Scratches" form
- Cash sale order
- Leave application
- Staff sales
- ACC claim
- IRD forms
- Health insurance

### Read memos and notices

- Health and safety brochures, training handouts
- Supplier information and updates

### Read instructions and more detailed job information

- Evacuation instructions
- Work orders and job instructions
- Product installation guide booklets and brochures
- Job specifications

### Read employment related information

- Pay slip
- Employment agreement
- Induction manual
- Health and safety manual
- Company standards or employment conditions

### Read excerpts from legislation, regulations or industry standards

- Glass and building standards updates

### Read industry publications

- Brochures and booklets
- BRANZ bulletins
- Trade journals, magazines
- Glass catalogue and reference guide
- Material Safety Data Sheets (MSDS)

### Read training material

#### *Company-arranged training*

- Health and safety training
- New plant and equipment training

#### *Apprenticeship training*

- JITO training manual and practical assessment guides

## Reading skills

Use a reference source

- Guide
- Catalogue

Recognise the features of a range of texts

- Signs
- Codes
- Procedures

Predict what will be in a text.

Skim text for gist.

Scan text to locate specific section, piece of information.

Follow written instructions, including diagrams.

Interpret information from graphical material

- Diagrams
- Tables
- Graphs
- Price lists
- Parts lists
- Maps

Read a text thoroughly.

Identify main points from text.

Find out the meaning of unfamiliar words or phrases.



## Writing tasks

### Sign off documents to confirm read and understood

- Induction checklists

### Write short notes

May be on whiteboard or on paper

- Job progress and hours worked
- Instructions to others
- Glass product labels
- Questions requiring responses
- Filing in a form e.g. staff sales docket

### Write detailed lists

- Materials needed and used on job

### Complete forms independently

#### *Administrative*

- Job application
- Employee details
- Leave application
- Tax code declaration
- Timesheet

#### *On Job*

- Near miss (incident or accident)
- ACC claim
- Hazard Identification

### Create drawings or sketches

- Illustrate any written job instructions

### Write for training and assessment purposes

- Take notes in training sessions
- Keep diary records of completed work for practical assessment and ongoing work records
  - Sketches
  - Descriptions
  - Photographs of work completed
  - Materials used
- Write assessment answers for apprenticeship training and work related other training

## Writing skills

Sign name on forms to indicate understanding (form of binding agreement).

Write simple text in designated places in appropriate formats on job sheets and forms.

- Use understandable spelling and abbreviations
- Use legible lettering
- Words on the line

Use appropriate style for different sorts of writing.

- Note
- List
- Checklist
- Form

Complete forms using numbers, dates and times, single words, and short sentences.

- Handwriting must be legible
- Abbreviations can be used
- Spelling understandable
- Some grammar and punctuation required

Write short sentences, notes e.g. hazard message on whiteboard.

- Use recognisable spelling
- Use diagrams and sketches to clarify points
- Write points in a logical order
- Use punctuation
- Attempt to use correct tenses, verb and subject agreement

Make notes from material read or listened to (training).

Use editing skills.

Write for training and learning and assessment purposes.

- Handwriting must be legible
- Abbreviations can be used
- Spelling understandable (100% correct not required)
- Attempt to use correct tenses, verb and subject
- Grammar, punctuation understandable (100% correct not required).

## Speaking and listening tasks

*Note: There is a heavy dependence on oral communication to deliver work instructions and for on job training*

### Listen to oral instructions

- Supervisor e.g. shift changeover

### Listen and respond to requests

- Supervisors
- Co-workers e.g. for assistance

### Listen to presentations

- Management
- Toolbox meetings
- Company meetings

### Listen to verbal explanations

- Training
- Supervisor
- Communicate knowledge e.g. mentoring sessions

### Ask questions to clarify

- Oral instructions
  - Requests
  - Explanations
- e.g. co-workers, supervisor

### Communicate

- Co-workers (team work) during day-to-day work situations
- Office staff as required
- OSH representative as required
- People (customers, subcontractors, co-workers) from different language speaking backgrounds to own

### Ask for assistance when needed

**Order equipment** or materials from supervisor

### Discuss production issues

- Supervisor
- Other workers

**Give instructions** to others about what work they need to do

- Shift changeover
- Team mates

### Report job progress

- Sales
- Supervisor
- Administration

**Answer oral questions** during formal assessments

### Discuss training

- Tutors
- Mentors
- Apprenticeship co-ordinators
- Assessors

## Speaking and listening skills

Speak clearly.

Ask for help if necessary.

Use active listening skills.

- Repeat message back to sender
- Summarise instructions in own words
- Following techniques e.g. saying "aha" or "okay" as you follow what someone is saying

Give information in a sensible order.

Use negotiation skills.

- Identify issue
- Suggest possible solutions
- Agree on best solution

Use questioning techniques.

- Use open and closed questions to gain information
- Check understanding
- Encourage further discussion

Summarise to check or clarify details.

Use words, pronunciation and tone appropriate to situation and person.

Plan and deliver oral instructions in a logical order and to suit the audience.

Communication is a two way process.

Initiate and conclude conversations appropriately.

Understand that there are barriers to cross cultural communication.

## Numeracy tasks

### Measure

- Height
- Width
- Length
- Depth
- Thickness
- Allow for tolerances

### Work out

- Glass is square
- Correct angle

### Calculate spacing

- Holes
- Cut-outs

### Convert measurements

- Plans using scale factor –  
*training only*

### Calculate quantity

- Materials needed to complete job, allowing for wastage where necessary - on job and training
- Cut materials to minimise waste

### Estimate time

- To carry out job

### Calculate and record

- Time spent on jobs

### Check pay is correct

### Use correct sizes

- Fastenings for job (gauge)

### Calculate angles

- Glass applications

### Interpret

- 2D and 3D representations on drawings (spatial awareness, geometric shapes)

**Convert** between imperial and metric measurements



## Numeracy skills

Add, subtract, multiply and divide whole numbers and decimal numbers.

Use decimal numbers and decimal places.

Use numerical concepts.

- Radius
- Diameter

Measure accurately using metric measuring systems.

- Height
- Length
- Width
- Diameter
- Thickness
- Weight e.g. safe lifting

Use 12 or 24 hour clock to estimate, measure and record time.

Calculate using formulae.

- Area
- Perimeter

Recognise common angles e.g. 22.5°, 45°.

Measure angles accurately.

Allow for tolerances in measurement e.g. 10% wastage allowed for.

Be aware of difference between imperial and metric measurements.

Recognise and use geometric concepts.

- Straight
- Square
- Parallel
- Flat
- Round
- Perpendicular

Interpret numerical information contained in graphs and tables.

## Critical thinking tasks

**Work out best order** to complete a job

**Seek help** from others when needed

**Select correct** equipment and tools to do the job effectively

**Decide** how to cut materials to produce as little waste as possible

**Understand principle** that "time is money" and spend appropriate amounts of time on jobs

**Judge** if finished work (own and colleagues) meets professional glass industry standards

### Deal with contingencies

- Work not to standard
- Materials cut too short, too long, not enough
- Injuries
- OSH hazard identified
- Problem with a drawing or plan, may involve talking to supervisor
- Problems with equipment
- Power outages



## Critical thinking skills

Identify if you have enough knowledge and skill to take action on own or require assistance.

Identify what assistance you need from others.

Understand what professional trade practice elements need to be applied.

Understand the inspection process and the implications of this for your work role.

Understand problem solving method.

- Identify issue
- Identify possible solutions
- Determine best outcome
- Decide on plan of action
- Carry out plan

Visualise an object from a drawing or plan and use this to plan the order in which to complete the job.

Decide and apply relevant procedures to deal with contingencies.

- Equipment breakdowns
- Power cuts

Apply knowledge of time required to complete tasks to schedule work activities.

Apply knowledge of safety requirements and principles to work practice.

## Technology related tasks

### Use electronic equipment

- Glass drilling
- Polishing
- Furnace
- Glass cutting
- CNC machine (computer numerical control)

### Use overhead gantry or crane

### Use computer

- Word process letters, quotes and other documents
- Run spreadsheets (could be for accounting or quoting)
- Carry out internet banking
- Download information from the internet e.g. glass and glazing standards, product information



## Technology skills

Operate a key board, mouse and other input devices e.g. CNC machine.

Identify elements of computerised equipment and machinery.

Understand functions of elements of computer applications.

- Menus
- Menu options
- Command buttons
- Icons
- Toolbars

Apprentice training

Operate a computer (includes hand-held devices) in accordance with operating procedures.

- Start the computer
- Log in if needed
- Start appropriate application
- Exit appropriate application
- Turn off computer

Operate computer application(s).