



LITERACY PROFILE:

Glazier

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 and notes
- Work orders
- Product labels
- Road signs
- Installation instructions
- SMS messages
- Measurements

Read charts, tables and graphs

- Road maps
- Product information
- Schedule of quantities

Read forms on the job

- Supplier delivery documents
- Site safety checklists

Read plans

- Building plans (handwritten and computer generated)
 - Abbreviations
 - Diagrams
 - Symbols
 - Technical terms
 - 2D representations

Read memos and notices

- Health and safety brochures or handouts
- Hazard ID board onsite
- WOF & service stickers on work vehicles

Read instructions and more detailed job information

- Evacuation instructions (multiple)
- Job instructions
- Job specifications
- Site safety manual
- Product installation guides

Read excerpts from legislation, regulations or industry standards

- Building and glazing standards documents and updates
- Building code

Read industry publications

- BRANZ, GANZ and WANZ bulletins
- Trade journals and publications

Read employment related information

- Pay slip
- Employment contract
- Induction handbook
- Company standards or rules about employment
- Leave forms
- Performance reviews

Read training material

- Health and safety
- Site safe
- Product briefings
- JITO apprenticeship training materials
 - Introduction workbook
 - Training handbook

Reading skills

Use a reference source.

- Guide
- Catalogue

Predict what will be in a text.

Skim text for gist.

Scan text for specific section, piece of information.

Follow written instructions, including diagrams.

Interpret information from graphical material.

- Diagrams
- Sketches
- 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 on documents to confirm read and understood

- Induction checklists
- Site safety rules

Write brief notes

May be on whiteboard, paper or SMS message

- Work completed or progress to date (job cards)
- Site access
- Note to customer
- Instructions to others

Write detailed lists

- Records of work completed
- Materials used on job
- Equipment and tools required for job

Complete forms independently

On job

- Timesheet
- Job cards

Employment related

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

Complete forms with the assistance of others

- Incident or near miss report
- Accident report
- ACC claim

Create drawings or sketches

- To supplement any job instructions
- To record work done

Write for training purposes

- Keep notes during training
- Keep diary records of completed work for practical assessment and ongoing work records
 - Sketches
 - Descriptions
 - Photographs of work completed
 - Materials used
- Write answers for apprentice assessments, training e.g. site safe

Writing skills

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

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

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

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

- Handwriting must be legible
- Abbreviations can be used
- Spelling understandable
- Grammar and punctuation is required

Write short sentences, notes.

- 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).

Write for learning and assessment purposes.

- Handwriting must be legible
- Abbreviations can be used
- Spelling must be correct
- Attempt to use correct tenses and verb subject agreement
- Grammar and punctuation to be understandable but do not need to be 100% correct.

Use appropriate style for different sorts of writing.

- Note
- List
- Checklist
- Form

Speaking and listening tasks

Note: There is a heavy dependence on oral Communications to deliver work instructions, for on job training and customer interaction

Listen to oral instructions

- Supervisor
- Cell phone or RT

Listen and respond to requests

- Supervisors
- Customers
- Co-workers e.g. for assistance
- Verbal explanations
- Training

Listen to presentations

- Management
- 'Toolbox' meetings
- Company meetings
- Health and safety meetings
- Work related training

Ask questions

- Clarify oral instructions
- Requests
- Explanations
- Assistance from co-workers, supervisor

Participate in meetings

- Health and safety
- 'Toolbox'
- Company

Discuss design and construction issues

- Supervisor
- Other workers
- Sub-contractors

Communicate

- Office staff as required
- People from different language speaking backgrounds to own
 - Customers
 - Subcontractors
 - Co-workers
- Co-workers (team work) during day to day work situations
- Supervisors to order equipment from base or suppliers
- Customers e.g. to arrange site access

Give instructions to others

- What work they need to do
 - Assistant
 - Tradesperson
 - Site manager

Explain job progress and answer questions

- Customers
- Supervisors

e.g. on job

- Contact customer re access
- Greet and identify self
- Clarify problem
- Explain solution using non-technical jargon
- Gain agreement to proceed
- Update on job progress

Answer oral assessment questions

- Apprentice block course
- Site Safe
- Other training courses

Discuss training

- Tutors
- Mentors
- Apprenticeship co-ordinators

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 outcome

Use questioning techniques including using open or closed questions to gain information, check understanding and 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.

Initiate and conclude conversations appropriately.

Understand that there are barriers to cross cultural communication.

Numeracy tasks

Measure

- Height
- Width
- Length
- Depth e.g. fish tank

Work out if glass is square, correct angle

Use tape measure to verify dimensions before installing

Calculate spacing

- Holes
- Cut-outs

Calculate quantity

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

Estimate time needed to carry out job

Calculate and record time spent on jobs

Check pay is correct

Gauge correct sizes of fastenings for job

- Wedge rubbers
- Fixings

Interpret

- 2D and 3D representations from drawings (spatial awareness, geometric shapes)
- Road map key, page numbers and co-ordinates
- Weight of glass for safe lifting and loading

Collect as required

- Payments
- Cash or cheque
- Order numbers

Training

- Calculate angles for glass applications
- Calculate weight of glass per thickness for safe lifting and loading
- Understand scale ratios
- Measure lengths on plans using scale rule



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
- Weight

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

Calculate using formulae

- Area
- Perimeter

Recognise common angles such as 15°, 30°, 45°, and 90°.

Recognise and use 2D and 3D representation.

Measure angles accurately.

Allow for tolerances in measurement e.g. + or - 5mm.

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 so that waste is minimised

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

Identify when a proposed change to a plan will need to be referred supervisor for compliance consideration

Deal with contingencies

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

Reschedule activities when they can not be completed in the original timeframe

- Glass breakages
- Fault with furnace
- Vehicle breakdown
- Traffic delays
- Site related delays

Evaluate temporary repair vs replacement e.g. call out to re-glaze shop front after hours

Discuss and agree on changes to job specifications



Critical thinking skills

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

Identify when you need assistance from others.

Apply knowledge of professional trade practice to work carried out.

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

Use problem solving methodology.

- 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.

Recall and follow specified 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

- Cell phone
- Radio telephone

Apprentice Training

- Use computer to:
 - Word-process letters, quotes and other documents
 - Run spreadsheet, e.g. for accounting or quoting
 - Navigate internet and download useful information e.g. building standards, product information

Emerging

- Use GPS in vehicle if fitted for direction finding
- Use digital diaries to record job information, schedules

Technology skills

Operate a computer.

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

Operate computer application(s).

Enter or update data using a computer (using mouse, keyboard or other input devices).

Identify elements of computer applications and the function of the element.

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