



LITERACY ON THE JOB:

Glass Processor

Overview of tasks for glass processors

- Read job order instructions and diagrams
- Select glass material, cut, apply edgework, drill holes and cut-outs.
- Follow glass processing standards and regulations
- Work with other glass processors
- Discuss job progress with supervisor and sales staff



Reading

Every day, glass processors read:

- job instructions
- diagrams – handwritten, computer generated
- notes on whiteboard
- product labels
- pressure graphs on computerised machinery
- safety signage.

On a fairly regular basis, glass processors read:

- pay slips
- health and safety information
- JITO training and assessment materials (apprentices only)
- training materials
 - > first aid
 - > courses on new or improved products.

Occasionally, glass processors read:

- evacuation instructions (induction manual)
- employment related information
- Material Safety Data Sheets (MSDS)
- supplier information updates
- texts that contain more detailed instructions or information that can be very complex to read
 - > manufacturers' installation instructions
 - > detailed job specifications.

Writing

Every day, glass processors write:

- progress and hours worked on a job sheet
- labels to stick on glass products before despatch.

On a fairly regular basis, glass processors:

- write short notes (whiteboard, paper)
 - > hazards identification
 - > update job progress
- make sketches to illustrate written job instructions.

Apprentices:

- take notes in training sessions
- keep diary records of completed work, ongoing work records for practical assessment
- make sketches, descriptions, materials used, annotations with photographs of work completed
- write assessment answers in workbooks
- fill out timesheets and leave forms.

Occasionally, glass processors:

- fill in staff sales docket
- fill in forms e.g. tax code declaration
- write brief reports e.g. health and safety incident.

Apprentices:

- write detailed lists of materials needed and used on job, in training.

Speaking and listening

Every day, glass processors:

- listen to oral instructions from supervisor e.g. shift changeover
- ask questions to clarify oral instructions, requests or explanations
- communicate with co-workers during day to day work situations
- report on progress
- ask for assistance when needed
- listen and respond to requests from co-workers
- communicate with people from different language speaking backgrounds to own
 - > subcontractors
 - > co-workers.

On a fairly regular basis, glass processors:

- listen to and participate in presentations from management and others (toolbox or company meetings)
- listen to verbal explanations in work and in training
- communicate knowledge e.g. mentoring sessions
- ask supervisor for equipment or materials
- give instructions to others about progress and next steps
 - > next shift
 - > team mate.

Occasionally, glass processors:

- report job progress to sales, administration staff, supervisor and answer questions
- answer oral assessment questions
- talk to a range of people involved with apprenticeship training
 - > tutors
 - > apprenticeship co-ordinators.

Numeracy

Every day, glass processors:

- measure height, width, length, depth & thickness of materials in metric system
- allow for specified tolerance
- calculate spacing of holes and cut-outs
- calculate quantity of materials needed to complete job, allowing for wastage where necessary
- calculate and record time spent on job
- use correct sizes of fastenings for job (gauge)
- interpret 2D and 3D representations on drawings (spatial awareness, geometric shapes).

On a fairly regular basis, glass processors:

- check their pay is correct.

Occasionally, glass processors:

- convert measurements from plans using scale factor e.g. apprentice training
- convert between imperial and metric measurements.

Critical thinking

Every day, glass processors have to:

- work out best order in which to complete a job
- seek help from others when needed e.g. lifting glass
- 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.

On a fairly regular basis, glass processors have to:

- decide how to proceed if work not to standard or specification
- discuss problems with drawings or measurements and agree on changes
- identify a health and safety hazard
- report an injury.

Occasionally, glass processors have to:

- deal with contingencies
 - > problems with tools or equipment
 - > power outages.

Some Glass processors:

- use electronic devices to process glass
 - > drill
 - > polish
 - > operate furnace
- operate CNC machines and punch in data
- use hand held electronic devices to operate overhead gantry or crane
- use the internet to find and download information
 - > glass and glazing standards
 - > product information
- use computers
 - > to process letters, quotes and other documents
 - > to make up spreadsheets for accounting or costing purposes
 - > to access internet programs for banking.