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## Overview

This standard covers the skills and knowledge needed to diagnose and rectify technical problems in the fabrication of glass supporting systems, i.e. those problems that require a high degree of problem solving. Often the location of a technical problem is not immediately apparent, and you will have to investigate the location of the problem and identify its nature. Once the location and nature of the fault is identified, it is necessary to identify what is actually causing it: this might be a component, or faulty materials, or even faulty design. You will then have to work through a number of solutions before determining the right one.

This unit applies to operatives who fabricate windows, doors, conservatories and curtain walling.

## Performance criteria

### *You must be able to:*

1. comply with health and safety requirements and procedures at all times
2. select appropriate actions to identify technical problems following standard operating procedures
3. investigate indications of technical problems and identify possible locations
4. isolate technical problems to determine actual locations following standard operating procedures
5. seek alternative solutions where technical problems have not been located, and suggest them to the appropriate people
6. inform the relevant people of the consequences of technical problems being located in difficult locations following standard operating procedures
7. record information in the appropriate information systems
8. investigate technical problems and identify possible causes using diagnostic methods following standard operating procedures
9. evaluate the likelihood of each possible cause being responsible for technical problems and prioritise work following standard operating procedures
10. diagnose causes of technical problems following standard operating procedures
11. refer technical problems to expert assistance when the cause cannot be identified
12. obtain all relevant information on technical problems following standard operating procedures
13. arrange for rectification of technical problems using personnel, equipment, materials, and work procedures
14. check rectification meets all specifications and requirements
15. verify technical problems have been rectified and monitor over a suitable period following standard operating procedures
16. identify any problems and deal with them following standard operating procedures
17. inform relevant people that technical problems have been rectified following standard operating procedures

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## Knowledge and understanding

### *You need to know and understand:*

1. relevant health and safety responsibilities and obligations
2. relevant health and safety procedures that need to be followed
3. types of technical problem that could occur
4. actions required to identify different types of technical problem
5. likely locations of different technical problems
6. locations that are difficult or non-accessible
7. when is it advisable to escalate attempts to find a technical problem, and other actions pursued
8. most appropriate diagnostic methods for identifying the causes of technical problems
9. diagnostic methods used for different types of technical problems
10. possible causes of technical problems
11. when is it advisable to escalate attempts to find a technical problem, and other actions pursued
12. problems that can occur with the diagnostic process and rectification work and standard operating procedures for dealing with them
13. work done to meet different requirements
14. equipment, materials and work procedures used for different jobs
15. information systems used
16. why it is important to use the information systems

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Diagnose and rectify technical problems in the fabrication of glass supporting systems



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