“Integrity is what we do, what we say, and what we say we do.”

Don Galer
Industry Qualifications (IQ) provides a new approach to the design and delivery of vocational qualifications in the Glazing and Building Services sectors. IQ is a mutual awarding organisation which has been developed to provide premium branding for assessment and qualifications, with a focus on quality assurance, customer service and good value. This brochure describes our offer in the glazing sector and how the organisation operates.

Our Products

IQ offers specialist glazing qualifications, along with a range of general qualifications that applies to the glazing industry, many of which are approved components of industry apprenticeships. We also work with partners to develop customised qualifications outside the Qualifications Credit Framework (QCF). For the most up to date list of qualifications please check: www.industryqualifications.org.uk/qualifications

Glazing and Fenestration Qualifications

IQ qualifications for the glazing sector include:
- IQ Level 2 Certificate in Glass Related Operations (QCF)
- IQ Level 2 NVQ Certificate in Fabrication of Glass Supporting Structures (QCF)
- IQ Level 2 NVQ Diploma in Fenestration Installation (QCF)
- IQ Level 3 NVQ Certificate in Fenestration Surveying (QCF)

The following qualifications are also being developed and will be launched in Winter 2012:
- IQ Level 3 NVQ Diploma in Fenestration Installation (QCF)
- IQ Level 3 Certificate in Glass Related Operations (QCF)
- IQ Level 3 NVQ Certificate in Fabrication of Glass Supporting Structures (QCF)

Other Building Services Qualifications

IQ offers a growing range of building services qualifications including:
- IQ Level 2 Certificate in Locksmithing (Winter 2012)
- IQ Level 2 NVQ Diploma for the Installation of Photovoltaic Panels (QCF)

General Qualifications

IQ offers a range of training, management and customer service awards, including:
- IQ Level 2 NVQ Certificate in Principles of Business and Administration (QCF)
- IQ Level 2 NVQ Certificate in Customer Service (QCF)
- IQ Level 2 NVQ Certificate in Team Leading (QCF)
- IQ Level 3 NVQ Certificate IQ Level 3 NVQ Diploma in Management (QCF)
- A comprehensive suite of general teaching and assessing qualifications on the QCF

Auto Glazing Qualifications

IQ does not offer qualifications for auto-glazing, but works closely with the Institute for the Motor Industry Awards (IMI Awards). We use the same Qualifications Learner Management System and are able to work together on joint external verification activity. The pricing of IMI Awards may differ to that offered by IQ. IMI Awards offer the following qualifications:
- IMI Level 2 Certificate in Windscreen Repair (QCF)
- IMI Level 2 NVQ Diploma in Automotive Glazing (QCF)
- IMI Level 3 NVQ Certificate in Automotive Glazing Supervision (QCF)
- IMI Level 3 NVQ Certificate in Automotive Glazing (QCF)
Apprenticeships

IQ is committed to providing the full range of qualifications for apprenticeships in the glazing sector, including the full range of Functional Skills (autumn 2012) and learning support materials to support:
• The Level 2 Intermediate Apprenticeship in Glass Industry Occupations
• The Level 3 Advanced Apprenticeship in Glass Industry Operations

Opportunities at IQ

We provide opportunities for:
Assessment centres (the traditional model of awarding organisation and approved centre);
Member centres (where the centre is not only approved as an assessment centre, but is also a member of IQ Qualifications);
Founder members (who may or may not be centres, but are investors in the organisation).

Income generation: Our separate resources company, IQ Resources also provides centres with additional opportunities to generate income through the development and commercialisation of intellectual property, and accessing the growing sales and distribution channels of the international IQ network.

More information on the benefits of each category are available separately from IQ.

Our Approach

The difference in the IQ approach is that our members influence and have a stake in the work of the awarding organisation.

Customer service: Efficient, friendly and informed, we are focused on providing the highest level of sector support. Our teams are organised by sectors in order that we know our members and customers better and can provide the best possible sector based advice.

Service guarantees: IQ provides service guarantees to our customers. If we do not meet our guarantees, charges are not made for the qualifications affected.

Competitive Pricing: IQ is focused on high quality provision supported by competitive and transparent pricing. Our NVQ qualifications are competitively priced at £50+VAT for registration and certification. External verification and centre approval is charged at cost. IQ works to a fixed margin, and those centres that become members of IQ Qualifications mutual company receive a share of surpluses made above these margins.

Centre approval: Those applying to be an IQ centre are subjected to rigorous checks against specified criteria. Prospective centres are also open to peer group reviews, mystery shopping exercises, organisational and director review. By taking a considered approach to centre approval, we only attract the best.

External verification: All centres are visited at least once a year, and more frequently should the need arise. External verifiers work to ensure that standards are met, but most importantly, work with centres to encourage continuous improvement.
“At IQ, we have sought to create an awarding organisation that offers assessment centres something distinctly different. A premium awarding brand that champions integrity in all of its undertakings and one that is committed to long term and mutually beneficial relationships.

As a mutual body, IQ provides exceptional value, a unique approach to quality and shared opportunities. We value the power of a co-operative network of providers working alongside IQ. We recognise that the success of IQ depends upon the success of its members. This thinking empowers everything that we do.”

Raymond Clarke
Chief Executive of Industry Qualifications