

Glazed Partition Competence Framework



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How to read this document

This document aims to outline the Competence Standard set out by the Sector Group. The elements in the above menu are the Competence Framework elements.

Routes to Competence:

Read this document from the bottom to the top. It contains 3 swim lanes which show the routes for a new entrant, someone who has some skills, knowledge, experience and behaviours (SKEB) as well as an experienced worker.

Functional Map:

This shows the grouping of functions together to show competencies for a specific role. This will be used to form the basis of any new qualification structures in the future. It may look very similar to existing competence qualification structures as the groups of functions are likely to be the same. It is the finer detail found in the Trade Specific Competencies that will outline the next level of detail.

Core Trade Competencies:

These are the common requirements for this trade more generally.

Trade Specific Competencies:

These are the functions themselves, when put together with other functions they become the competence requirements for a particular role. Use the Knowledge and Skill tabs (where applicable) to reveal or conceal additional details within sections

Experience:

Requirements set out by the Sector Group. These will form part of any checks carried out to validate competence initially as well as what is required for revalidation purposes. This could be a number of CPD hours that an individual is expected to undertake, observation of fire or safety critical installation activities on an annual basis or requirements that in the future would be required to trigger a construction card scheme card.

Behaviours:

Based on those found in BS8670-1:2024 the behaviours are what is expected from individuals working in this role. It is felt that most of these would be monitored by an employer on an ongoing basis, some might be added to competence qualifications where they can be demonstrated during the time served on an apprenticeship for example.



Background

In the report, Building a Safer Future, Dame Judith Hackitt spoke of the industry's approach to competence as being "fragmented, encompassing a range of disciplines and different competence frameworks even within one discipline and without reference to other interacting disciplines".

The Building Safety Act 2022, together with supporting secondary legislation, has introduced a new regulatory regime, which requires the engagement of everyone working in the built environment, not just those involved in Higher-Risk Buildings (HRBs).

Regulations define competence as having the appropriate **skills, knowledge, experience** and **behaviours (SKEB)**, and requires all individuals carrying out any design, construction or refurbishment work to be competent to undertake the role to which they are appointed.

Organisations must also demonstrate that they have the 'organisational capability', and it is a legal requirement for anyone appointing an individual or organisation to ensure that they meet the requirements.

In December 2024, the Industry Competence Steering Group (ICSG) was formally launched as the updated structure to the Competence Steering Group (CSG). Made up of 15 different working groups, representing all of Construction and the Built Environment, with the agreed goal of creating competence frameworks. Sector Lead Group 10 in the Industry Competence Steering Group represents Installation and Maintenance and this work has taken place in conjunction with that programme of work.



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ICSG Working Groups

In September 2020, The CSG released Setting the Bar – a new competence regime for building a safety future which included recommendations from WG2 (pages 54 – 60) Under the move from the CSG to the ICSG, WG2 has become SLG10.

Since the publication of this report WG2 (now SLG10) has focussed on delivering its recommendation that the industry should adopt a framework for all the installer roles working on in- scope buildings that can also be applied to other project types. The frameworks should consist of:

- Accredited third party certification of companies
- Level 2 or 3 qualifications for individuals
- A card scheme such as, but not limited to, the CSCS
- CPD refresher training and the maintenance of individual skills
- All installers have a core knowledge of fire safety in buildings – training to be standardised and made mandatory.

A requirement identified within the Setting the Bar report was to identify any SKEB needed for working within a Higher-Risk Building (HRB). Whilst developing the competence frameworks, the working groups noted that there is very little difference between work carried out in a non-HRB and an HRB, however, where there are differences, these have been identified within the competence frameworks.

In 2024 SLG10 scaled up its initial pilot programme into the format on the next page, grouping the work into five workstreams: Envelope, Engineering Services, Interiors, Civils and Structures.

CITB provides Developer support to all roles within its scope order, facilitating the Sector Group's work and allowing them to concentrate on defining the competence requirements with support and guidance to document the requirements set for the frameworks.

In this role CITB can support the standardisation of statements contained within the Competence Frameworks, sharing best practice between the groups. This working relationship also allows CITB to plan in any Implementation Plan actions that have been identified and that fall under its responsibility. This allows for faster implementation of the Competence Frameworks.





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ICGS WORKING GROUPS

ICSG

The Industry Competence Steering Group (ICSG)



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Fire Safety in Buildings

Following the recommendations in the Building a Safer future report, a group of Industry Experts met to design and build the content for a Fire Safety in Buildings training course for all installers to undertake. CITB funded the creation of the course and it is now a free to access training resource which sits on the eLearning platform on the CITB website.

[Fire Safety in Buildings Free Online Training Course](#)





Competence Frameworks

The following documents that make up the Competence framework:

- 1. The SKEB Statements** - outlining the **S**kills, **K**nowledge, **E**xperience and **B**ehaviours (SKEB) required to obtain competence in the occupation(s).
- 2. A Route to Competence** - showing the path (or paths) to obtaining, and then maintaining, individual competence in the occupation(s).
- 3. An Implementation Plan** - identifying what practical steps are required (as well as a timeframe) to allow every individual in scope to the competence framework to come into compliance with its requirements.

The Competence frameworks have been written in line with BS8670-1:2024 Competence frameworks for building safety which outlines the key components of a Competence Framework.

These include:

- **What Competence is defined as**
- **What Validation and Revalidation looks like**
- **How to maintain and develop Competence over time**
- **Limits of Competence**

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Competence Framework Key Definitions

BS8670-1:2024 Defines the key elements of Competence Frameworks as follows:

Competence: application of skills, knowledge, experience and behaviour to achieve a defined outcome

Skills: ability to perform an activity or task consistently with a specific intended outcome

Knowledge: assimilation of facts, theories and practices in relation to a given role, function, activity or task

Experience: participation in relevant activities or observation of facts and events leading to acquisition or improvement of knowledge and skills

Behaviours: observable things that an individual does or does not do

Validation: formal process of assessing an individual's competence against a sector-specific competence framework

Revalidation: formal process of reassessing an individual's competence against a sector-specific framework on a periodic basis to check that competence has been maintained

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Sector Overview

Glazed Partitions Framework Development

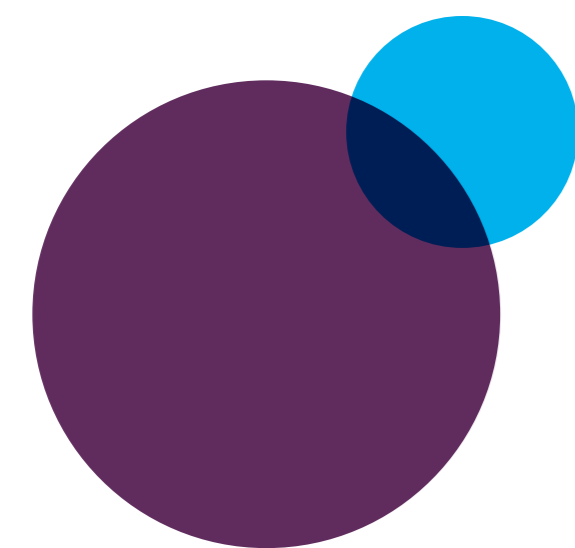
The development of the Glazed Partitions Competence Framework aims to establish a structured, standardised approach for assessing and ensuring the competencies of installers working on glazed partitions. The framework serves to address the growing demand for high-quality and safe installations, promoting the development of skilled professionals who meet industry standards.

The framework outlines key competencies required for glazed partitions, including installation, health and safety, training and qualification landscape. It is designed to guide employers, workers, regulatory bodies, industry professionals, training providers, and regulatory bodies to create a consistent and accountable approach to competency in Glazed Partitioning. This competency model is intended to reduce risks associated with poor installation practices, improve building performance, and ensure compliance with relevant regulations and standards.

Key components of the framework include:

- 1. Routes to Competence:** Identification of the recognised routes to achieving competence.
- 2. Competency Levels:** Clear definitions of the Skills, Knowledge, Experience & Behaviours required for each function for glazed partitions.
- 3. Technical Skills:** A comprehensive understanding of materials, techniques, and equipment used in glazed partitions.
- 4. Health and Safety:** Emphasis on safety standards to minimise accidents and ensure safe working environments.
- 5. Sustainability and Efficiency:** Incorporating best practices for energy efficiency, sustainability, and the long-term performance of glazed partitions.

The framework is intended for use by industry professionals, training providers, and regulatory bodies to create a consistent and accountable approach to competency in glazed partitions. By ensuring that installers meet the framework's requirements, the industry can improve the quality of glazed partitions projects and support regulatory compliance.



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Development Process

The development process involved extensive consultation and collaboration through a series of working group meetings with SLG10 Installation and Maintenance (previously WG2 Installers), federations/associations representations including GGF and FIS, employers, and CITB. An online survey and webinar were also available to present the Competence Framework and offer an opportunity to review, provide feedback, support and validate the framework development.

Thorough analysis of existing competencies, standards, training, qualifications, current working practices and known issues and challenges were carried out to produce the framework and identify actions that needed to be addressed.

The working groups were generally very well attended and were conducted in a very cooperative, open and friendly manner with all participating getting the opportunity to contribute to the discussions and work being done in relation to the SKEB.



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Outcomes and Findings

The following actions have been identified and will be addressed as part of an implementation plan:

- Review the existing NOS so that it covers the expectations of the Competence Framework.
- Create/import functions as additional modules for installing fire resisting doors and acoustic performance doors.
- Investigate whether Scottish and Welsh specific training products can be provided.
- Create a route specific for experienced workers.
- Align other glazing related qualifications that overlap with this pathway with the SKEB.
- Develop short duration training standards to support achieving and maintaining competence.
- Define revalidation requirements.
- Introduce Fire Safety in Building training as a mandatory competence requirement.

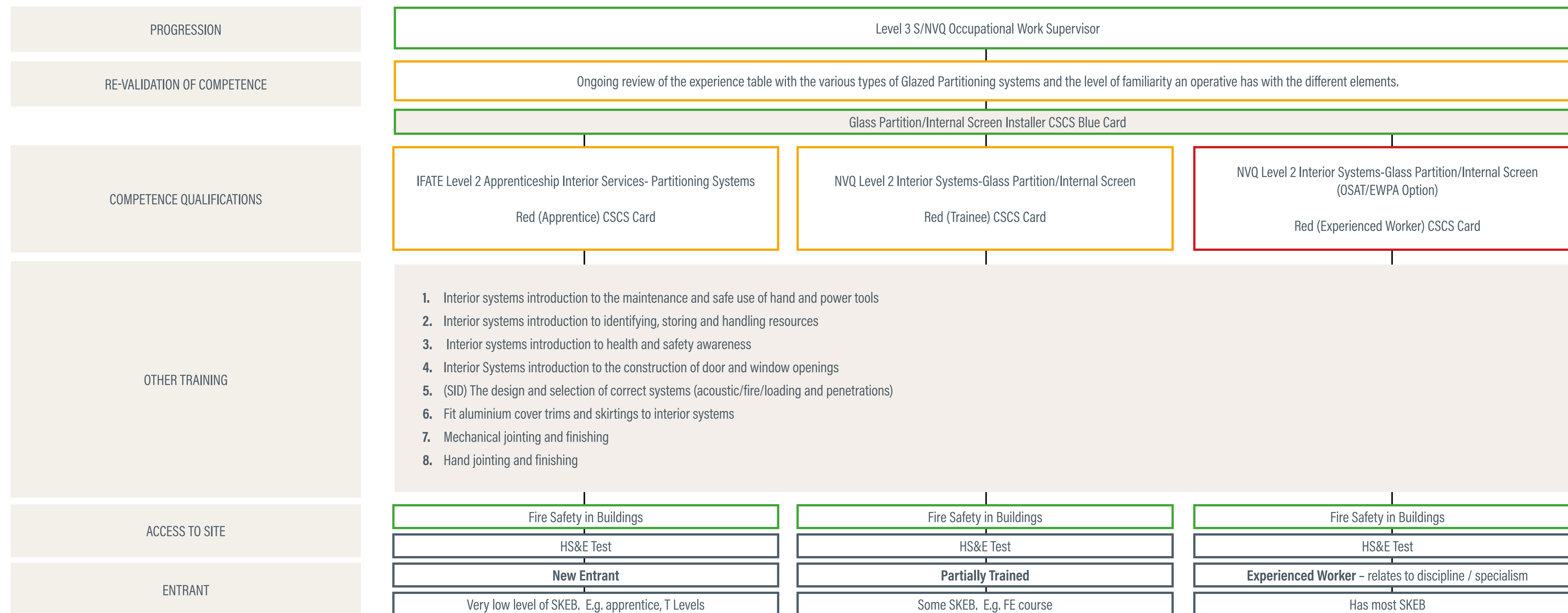
The working group have also identified the Experience and Behaviour requirements. When adapted either individually or through an organisation, these will promote a culture of self-development, responsibility and reinforce positive values.





Routes to Competence

- To Develop
- Actions needed
- Developed



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Functional Map

Introduction

Training Pathways for Glazed Partition

PURPOSE

The purpose of this work, the Route to Competence (RtC) and Skills, Knowledge, Experience and Behaviour (SKEB) statements is to confirm the industry agreed standards and qualification landscape for glazed partitions within the Interior Systems Sector.

Consultation with sector experts, established the necessary structure to train and qualify the workforce and maintain and monitor levels of competence. Building regulations and industry best practice knowledge guidelines were referenced throughout the consultation.

SCOPE

The scope of the document validates the Competence requirements, qualification pathways and any re-validation requirements.

DEFINITIONS

SKEB Skills, Knowledge, Experience and Behaviours; **VQ** Vocational Qualification – NVQ and SVQ; **COSVR XXX** Specific National Occupational Standards; **RQF** Regulated Qualification Framework (England)

FUNCTIONAL MAP

The agreed competencies required to demonstrate competence for a role.

EXPERIENCE

Information on how to evidence competence and confirm the level of experience.

BEHAVIOURS

Core behavioural statements originating from the BS8670-1:2024 document which sets out core building safety competence criteria which have been added to this framework. .

CORE CONSTRUCTION COMPETENCIES

These skills and knowledge statements are derived from a standard set of competencies that underpin all construction roles. **The Core Construction competencies have undergone a format revision and are currently draft versions pending a collective review by industry.

CORE TRADE COMPETENCIES

Core Trade skills and knowledge statements applicable to glazed partitions.

TRADE SPECIFIC COMPETENCIES

Individual functions further defined into Skills (practical abilities and techniques) and Knowledge (theoretical understanding and information). Together, they define what is needed to be competent in a role.

ADDITIONAL TRADE COMPETENCIES

These are additional functions that you might take on or look to achieve in the future. However, they are not required to achieve baseline competence

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Functional Map

Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		PROPOSED COMPETENCE ROUTE
CORE CONSTRUCTION COMPETENCIES		
CC001	Conform to general health, safety and welfare in the workplace	✓
CC002	Conform to productive working practices in the workplace	✓
CC003	Move, handle and store resources	✓

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Functional Map

Trade Specific Competencies

FUNCTIONAL MAP ACTIVITIES		PROPOSED COMPETENCE ROUTE
TRADE SPECIFIC COMPETENCIES		
GP001	Install and relocate glass partition/internal screen systems	✓
ADDITIONAL TRADE COMPETENCIES		
GP002	Install fire resisting timber door assemblies and door-sets and associated hardware	A
GP003	Install acoustic performance door assemblies and door-sets and associated hardware	A



Core Construction Competencies

Conform to general health, safety and welfare (CC001)

Function: Conform to general health, safety and welfare

Refs: COSVR641 Conform to general health, safety and welfare

Description: This function in the context of your occupation and work environment, is about awareness of relevant current statutory requirements and official guidance; responsibilities, to self and others, relating to workplace health, safety and welfare; personal behaviour and security in the workplace.

SKILLS

You must be able to:

Workplace health, safety and welfare

Comply with all workplace health, safety and welfare legislation requirements at all times

Avoid risk by complying with given information relating to the following:

- induction
- briefings
- application of prior training (safe use of health and safety control equipment)

Adhere to statutory requirements and/or safety notices and warning signs displayed in the workplace or on equipment

Recognition of hazards

Recognise hazards, associated with the workplace and report them in accordance with organisational procedures

Recognise hazards created by changing circumstances, that have not been previously controlled, and report them in accordance with organisational procedures

Organisational policies and procedures

Accept responsibility for, and comply with, organisational policies and procedures in order to contribute to health, safety and welfare

Show personal behaviour which demonstrates active responsibility for general workplace health, safety and welfare

KNOWLEDGE

Comply with organisational policies and procedures relating to the following:

- consideration of others
- interpretation of given instructions to maintain safe systems of work
- contributing to discussions (offer and provide feedback)
- maintaining quality working practices
- contributing to the maintenance of workplace welfare facilities
- storage and use of equipment provided to keep people safe
- disposal of waste and/or consumable items

Security arrangements

Comply with and support organisational procedures for maintaining the security of the workplace:

- during the working day
- on completion of the day's work
- from unauthorised personnel (other operatives and/or the general public)
- from theft



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CC001

CC002

CC003

Core Construction Competencies

Conform to productive working practices (CC002)

Function: Conform to productive working practices

Refs: COSVR642 Conform to productive working practices in the workplace

Description: This function in the context of your occupation and work environment, is about productive communication with line management, colleagues and customers, interpreting information, planning and carrying productive work practices, working with others or as an individual.

SKILLS

You must be able to:

Communicate with others

Communicate with line management, colleagues or customers to ensure work is carried out productively
respect the needs of others when communicating

Follow procedures

interpret and follow organisational procedures and use appropriate resources to plan the sequence of work in order to conform to productive work practices and maintain records
complete documentation as required by the organisation

KNOWLEDGE

Work Relationships

maintain good work relationships
work productively with line management, colleagues, customers or other people
apply the principles of equality and diversity



Core Construction Competencies

Move, handle and store resources (CC003)

Function: Move, handle or store resources

Refs: COSVR643 move, handle or store resources

Description: This function in the context of your occupation and work environment, is about interpreting information, adopting safe and healthy working practices, selecting aids or equipment to move, handle or store occupational resources and moving, handling and storing occupational resources to maintain useful condition.

SKILLS

You must know and understand:

Interpretation of Information

why organisational procedures have been developed and how they are implemented

types of information, their source and how they are interpreted in relation to:

- technical
- product and regulatory
- oral
- written
- graphical presentation

the importance of reporting and rectifying inappropriate information

how to obtain information to use and store lifting aids and equipment

Safe Work Practices

information for relevant, current legislation and official guidance and how it is applied

the types of fire extinguishers and how and when they are used in relation to water, CO₂, foam, powder

how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:

- fires, spillages, injuries
- emergencies relating to occupational activities

the organisational security procedures for tools, equipment and personal belongings in relation to:

- | | |
|-------------|----------------------|
| ▪ operative | ▪ company |
| ▪ site | ▪ customer |
| ▪ workplace | ▪ the general public |
| ▪ vehicles | |

KNOWLEDGE

how to report risks and hazards identified by the following:

- methods of work
- manufacturers' technical information
- statutory regulations
- official guidance

the accident reporting procedures and who is responsible for making the report

why, when and how health and safety control equipment identified by the principles of prevention should be used in relation to:

- collective protective measures
- personal protective equipment (PPE)
- respiratory protective equipment (RPE)
- local exhaust ventilation (LEV)

how to comply with environmentally responsible work practices to meet current legislation and official guidance

the organisational procedure when dealing with potential accidents, health hazards and the environmental impact whilst working:

- below ground level
- in confined spaces
- at height
- with tools and equipment
- with materials and substances
- moving and storing materials by manual handling and mechanical lifting



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Core Trade Competencies

Interpret Information

Description: These core trade functions contain all the common competencies including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Safe Work Practices

Description: These core trade functions contain all the common competencies including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

SKILLS

KNOWLEDGE

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Core Trade Competencies

Selection of Resources

SKILLS

KNOWLEDGE

Description: These core trade functions contain all the common competencies including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Minimise the risk of damage

SKILLS

KNOWLEDGE

Description: These core trade functions contain all the common competencies including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Approach to work

SKILLS

KNOWLEDGE

Description: These core trade functions contain all the common competencies including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.



Trade Specific Competencies

Install and relocate glass partition/internal screen systems (GPO01)

Function/Description: How to Install and relocate glass partition/internal screen systems
Required to achieve baseline competence: Yes (Mandatory)

SKILLS

KNOWLEDGE



You must be able to:

Remove, measure, mark out, cut, line, level, drill, fit, fix, fill, finish, position and secure to carry out pre-installation checks, assessing, recording and reporting issues as per specification to include:

- suitable access
- vents ducts, flues and penetrations
- services (gas, electric, water, media cables)
- architectural features
- vegetation
- rainwater and soil water services
- damp proof course
- surface defects
- trim projections, cills and overhangs
- protections, such as glazing, doors, floors and roofs

Use and maintain all work tools and equipment Cut and fix pre-formed trims and mounting blocks

Install pattresses for fixtures and fittings

Apply treatments to existing walls Install base track and seal



Additional Trade Competencies

Install fire resisting timber door assemblies and door-sets and associated hardware (GP002)

Function/Description: Install fire resisting timber door assemblies and door-sets and associated hardware
Required to achieve baseline competence: No (Additional)

SKILLS



You must be able to:

Remove, measure, mark out, cut, line, level, drill, fit, fix, fill, finish, position and secure to carry out pre-installation checks, assessing, recording and reporting issues as per specification to include:

- suitable access
- vents ducts, flues and penetrations
- services (gas, electric, water, media cables)
- architectural features
- vegetation
- rainwater and soil water services
- damp proof course
- surface defects
- trim projections, cills and overhangs
- protections, such as glazing, doors, floors and roofs

Use and maintain all work tools and equipment Cut and fix pre-formed trims and mounting blocks

Install pattresses for fixtures and fittings

Apply treatments to existing walls Install base track and seal

KNOWLEDGE





Additional Trade Competencies

Install acoustic performance door assemblies and door-sets and associated hardware (GP003)

Function/Description: Install acoustic performance door assemblies and door-sets and associated hardware
Required to achieve baseline competence: No (Additional)

SKILLS



You must be able to:

Remove, measure, mark out, cut, line, level, drill, fit, fix, fill, finish, position and secure to carry out pre-installation checks, assessing, recording and reporting issues as per specification to include:

- suitable access
- vents ducts, flues and penetrations
- services (gas, electric, water, media cables)
- architectural features
- vegetation
- rainwater and soil water services
- damp proof course
- surface defects
- trim projections, cills and overhangs
- protections, such as glazing, doors, floors and roofs

Use and maintain all work tools and equipment Cut and fix pre-formed trims and mounting blocks

Install pattresses for fixtures and fittings

Apply treatments to existing walls Install base track and seal

KNOWLEDGE



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Experience

Level 2

Task	I have not been trained and do not complete this task as part of my role.	I have previously been trained but have rarely completed this task. I may need refresher training and supervision to complete the task.	I am fully trained, this task is a regular part of my current role or I have completed it regularly in my time in industry to an approved standard.	Un addition to level 3, I also train, supervise or quality assure the work of operatives as part of my current role or I have completed it regularly in my time in industry to an approved standard.
Partition and system types:				
Frameless				
Framed				
Bifold				
Sliding				
Fire Rated				
Accoustic Rated				
Switchable Glass				
Manual operated (free swinging pivots)				
Self Closing hardware				
Pedestrian and/or residential system types:				
Domestic install				
Commercial install				
Specific Tasks/Knowledge				
Setting Out				
Partitions				
Doors				
Door Release				
Trims				
Mouldings				
Fixings				
Repairs and Maintenance				
Manual Handling				
Mechanical Handling				



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Behaviours

You must be able to demonstrate:

Act ethically and contribute to safe outcomes

Upholding ethical principles to promote safe outcomes

Acting conscientiously and professionally at all times

Proactively reporting problems as soon as they arise

Carefully ensuring compliance with the rules, regulations and following instructions

Asking questions and clarifying queries

Being mindful of the limits of own experience and works within the limits of own competence

Being open to seeking advice from others

Challenging unsafe behaviours and activities, reporting where necessary

Being observant of sustainability and environmental considerations at all stages of operations

Acting respectfully to all and applying the principles of inclusivity

Demonstrate effective teamwork and communication as an individual and as a member of a team:

Prioritising a commitment to a strong safety culture

Engaging in teamwork and effective communication when working as part of a team

Striving for impeccable time management skills by being dependable and punctual and managing own time effectively

Recognising and respecting lines of communication

Professionally communicating with other tradespeople to meet project deadlines and maximise productivity

Being open to engaging in collaborative processes

Providing feedback to others on site on the progress of works





Behaviours

You must be able to demonstrate:

Manage individual competence and contribute towards organisational competence:

Being motivated to managing own competence

Honestly assesses own level of existing competence

Considering organisational documentation about the requirements of own role

Being motivated to follow reporting procedures and protocols for competence

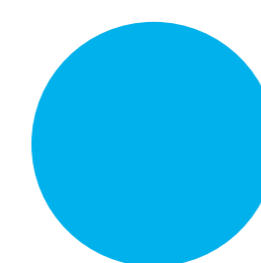
Reflecting on own level of competence and open to making plans to take action and upskill

Willing to undertake personal development activities to maintain competence and contribute to a learning culture

Seeking out ways to keep up to date with best practice, new technology, terminology, techniques and materials

A readiness to value own potential and open to continuously learn as part of a lifelong learning process

Remaining professionally curious



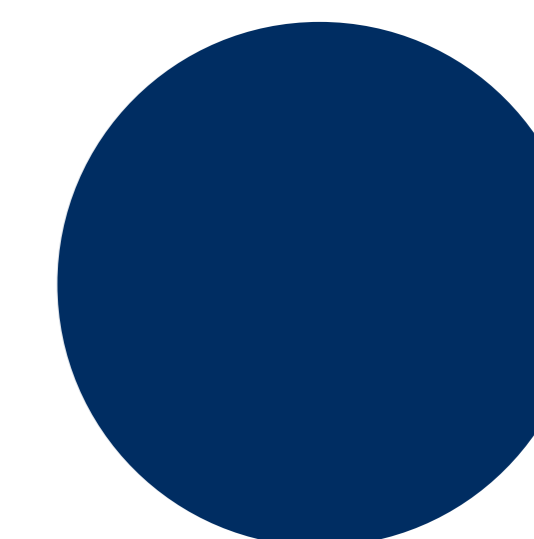
Demonstrate personal responsibility and accountability:

An understanding of personal role and responsibilities with particular reference to safety

Accepting and managing accountability for individual actions; and

An understanding of responsibility and accountability for collective actions

The responsibility for own actions and for the actions of those under their supervision or direction



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Behaviours

You must be able to demonstrate:

Understand and respect duty of care to others including building occupants:

Being mindful to tailor methods of communication of information to various audiences

Responding respectfully to any risks or concerns being reported

Considering other points of view and being empathetic and respectful

A willingness to set and manage realistic expectations

Being confident of own decisions and resists negative influences

Being inclined to maintain perspective

Being motivated to see things through to the end

Being respectfully polite, approachable and responsive to the needs of the client and any building occupants at all times

An awareness of the differing approaches for interacting with other trades and building occupants

An awareness of the differing requirements for a live site environment compared to an occupied environment

Being inclined to protect members of the public and any building occupants from any inconveniences



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References/Glossary

The Competence Framework page hosted by the CLC:
[Competence – Construction Leadership Council](#)

Details of the new ICSG Structure:
[Industry Competence Steering Group – Construction Leadership Council](#)

CITB Competence Framework page:
[Competence Frameworks - CITB](#)

The BSI Competence Programme pages:
[Raising Competency Across the Built Environment | BSI](#)

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[The Glass and Glazing Federation](#)