



# COGA INTERNATIONAL MASTER GLAZIER PROGRAM

Discussion paper

## Abstract

Developing an international recognized Master Glazier program could be the first tangible example of the Community of Glass Associations working on a mutually beneficial program across the international glass industry.

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14<sup>th</sup> March 2019

## Introduction.

As discussed, at the 2<sup>nd</sup> COGA convention education and skills have been identified by the Community of Glass Associations (COGA) as a priority issue across the glass industry. In support of this priority Glaas inc confirms our commitment to contribute the structure and process and documentation of the Australian Master Glazier program to COGA. This program will then be known as the COGA International Master Glazier program, managed by COGA.

The introduction of this program would be the first example of how COGA members can share information for the betterment of the international glass community being one of the main reasons COGA was first developed. This program would also justify the long-term vision held by GIMAV/VITRUM in developing COGA and the ongoing financial commitment of the Italian Trade Agency in funding the meetings.

## Why a Master Glazier program?

Glazing is a common skill across all the COGA membership. It is also one of the most undersold trades across the construction industry. The ever increasing use of glass in construction and design and the complexity of glazing installations demonstrates the higher of level skills required by today's glazier.

Attracting young people into the trade, retaining existing glaziers and having consumers recognise the need for competency in glazing are all drivers for the Master Glazier program.

## The Australian Master Glazier program.

Patrick Gavaghan developed and introduced a Master Glazier program in Australia in 2016 for the Australian Glass and Glazing Association. It requires a trade qualification, as the entry point, followed by a 2-tier system of Certified then Master status. The ongoing skills development of Master Glaziers is supported by a Continuous Professional Development program. Documentation, application, reviews and audit processes has evolved over a 2 year period resulting in a very efficient and manageable program. It has achieved high recognition by industry resulting in 185 glaziers now involved in the Australian Master Glazier program.



Additional benefits gained from the program include an increase in Apprentices as Master Glaziers take on younger people into apprenticeships and higher profile of the glazing trade to consumers.

The Australian Master Glazier program is now financially self-sufficient due to the income from application fees, annual renewal fees and sponsorships.

## Program documentation and processes

The following documentation will be required to implement and maintain the proposed program. Glaas inc will supply the documents, customise them for international use and convert them to COGA branding. This will be accomplished in consultation with GIMAV/VITRUM and COGA nominated personnel.

### Documentation

1. Application form
2. Portfolio template
3. Certificate
4. ID card
5. Code of Conduct
6. Reviewer information guide
7. Reviewer check list
8. Sponsor agreement Level 1 ID card
9. Sponsor agreement Level 2 program support

### Processes

1. Application process from initial application to the issue of Certificate (See sample in Appendix 1)
2. Reviewer process including audit option. (See sample in Appendix 2)

## Financials

Presently the COGA has no funds allocated to any program development. Therefore, any COGA initiative must become financially self-sufficient as quickly as possible. To start the program off Glaas inc will donate and customise all relevant documents, processes etc needed to develop it into a COGA program that can start to generate an income as soon as possible.

The Australian Master Glazier program is funded<sup>1</sup> through three income streams;

- |                                                                                 |                   |
|---------------------------------------------------------------------------------|-------------------|
| 1. A one-off application fee charged to candidate for review of the application | \$100             |
| 2. Annual fee from each Master Glazier to retain Master status                  | \$100             |
| 3. Sponsorships                                                                 |                   |
| a. Rear of ID sponsored by a supplier                                           | \$5,000 (Level 1) |
| b. Program sponsors                                                             | \$2,000 (Level 2) |

## Suggested COGA Master Glazier Financials

All fees to be in Euros and collected by COGA. A suggested fee structure could be;

- |                                                                                                                                                                                                                                                |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1. Application fee                                                                                                                                                                                                                             | €65     |
| 2. Annual fee                                                                                                                                                                                                                                  | €65     |
| 3. Sponsor Level 1 (ID card) Limited to 1 per country (See sample in Appendix 3)                                                                                                                                                               | €3,000. |
| a. This will be a "1 in each country" fee as each COGA member would have a local glazing product supplier sponsor on the rear of the ID card. This may require a sharing between the COGA and the local Association of the sponsorship income. |         |
| 4. Sponsor Level 2 (program support) unlimited                                                                                                                                                                                                 | €1,500  |
| a. This will be an international and by country opportunity for suppliers, manufactures and others in the glass industry to show their support of the program.                                                                                 |         |

<sup>1</sup> All funds in Australian dollars

- b. Dependant on how the income is achieved may determine the level of sharing required with COGA members. This level of sponsorship could generate a major income stream.

## Initial financial target.

It is envisaged that the annual fee and sponsorship fees will eventually contribute a regular income to maintain the program.

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Based on a target of 4 of the 10 COGA associations joining the program in the 1<sup>st</sup> year (June 2019 – August 2020) the program should generate the following income;

|                                                                           |                                                  |
|---------------------------------------------------------------------------|--------------------------------------------------|
| 4 x Sponsors level 1 @ €3,000                                             | €12,000                                          |
| 4 x Sponsors level 1 @ €1,500                                             | € 6,000                                          |
| 50 Applications per member Association 4 x 50 = 200 @ €65 plus €65 = €130 | <u>€26,000</u>                                   |
|                                                                           | <u>1<sup>st</sup> year income target €44,000</u> |

This would cover all set up costs, Website updates, ID card printer and marketing material.

The agreement with Glaas inc would be that we supply the Master Glazier process and support documentation and customise them free of charge. This is on the understanding that we would receive 10% of income generated by the COGA program annually. An agreement between GIMAV/VITRUM and Glaas inc would need to be drafted.

## Program development requirements.

Once an agreement has been reached between GIMAV/VITRUM and Glaas inc the following will need to be developed;

1. Project Working Group (PWG) to coordinate and manage the development, marketing and launch of the COGA International Master Glazier program.
2. Develop a project plan including time lines to a possible launch at the 4<sup>th</sup> meeting of COGA in June/July 2020 in Italy.
3. Customise all Master Glazier documents and processes to the COGA program branding.
4. Set up the COGA International Master Glazier program structure including a review process.
5. Set up a specific International Master Glazier page on the COGA website;
  - a. Information on the program,
  - b. Interactive Applications forms,
  - c. Identify entry level into the Master Glazier program at country level i.e. Australia Certificate III in Glass and Glazing. What will it be for each COAG member country?
6. Set up a specific email address for the program responses.
7. Set up a database to record all applications and issue of certificates.
8. Locate initial sponsors to fund the purchase of material such as ID card printer, Certificates, etc.
9. Set up a bank account, or financial service, for the International Master Glazier programs income and disbursement.
10. Develop a specific marketing and communication plan for the launch of the program.

## Launch date.

An official launch date could be at the 4<sup>th</sup> Convention of COGA in Italy in June 2020. That will allow a reasonable time frame to develop, test and market the program. It will also demonstrate the results that can be achieved through the vision GIMAV/VITRUM and ITA had when promoting the concept of a Community of Glass Associations.

## Program management.

GIMAV/VITRUM and Glaas Inc would need to form an interim working group to develop the concept for the program. We would then need to select a Project Working Group from COGA members to develop and promote the program. Finally, we would need to elect a formal COGA management team with specific responsibility to maintain, review, audit, validate and update the program once it becomes a COGA official program.



## Potential time line.



## What do we need to do now?

### Immediate action.

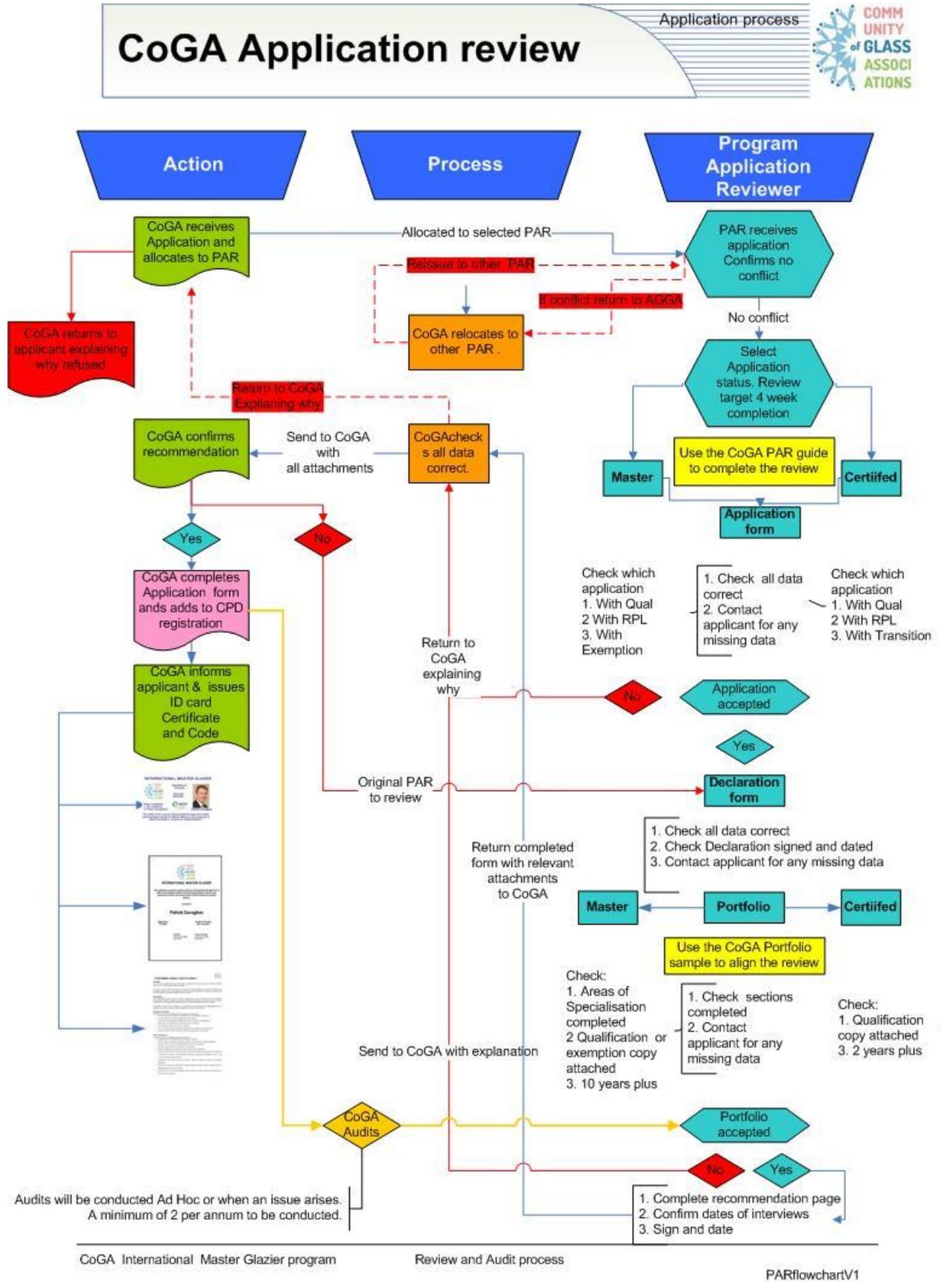
1. GIMAV/VITRUM and Glaas inc confirm to implement the COGA Master Glazier project.
2. Determine what is to be included in the full COGA model.
3. Develop an information package to all COGA members explaining the program and inviting them to become involved.

### Resulting action.

1. COAG member workshops to determine pilot program.
2. Determine the entry level into the COGA Master Glazier program i.e. trade level qualification or agreed equivalent.
3. Document and process development and locate sponsors.
4. Detailed pilot action plan to be developed if it is agreed that the program is viable.



APPENDIX 2 Sample application review process



### APPENDIX 3 Sample ID card and sponsor

Front of a sample Master Glazier ID card with Glazier details.



**INTERNATIONAL MASTER GLAZIER**

COMMUNITY of GLASS ASSOCIATIONS

Registration # 2151AUS

Valid until: 26/10/2021

glaas inc

Patrick Gavaghan

Areas of expertise:  
1. IGU installation  
2. Project management

The holder of this card has demonstrated the high level of skills and knowledge required of a Master Glazier in the Community of Glass Associations program for qualified Glaziers.

High profile COGA logo

Registration system including country of origin

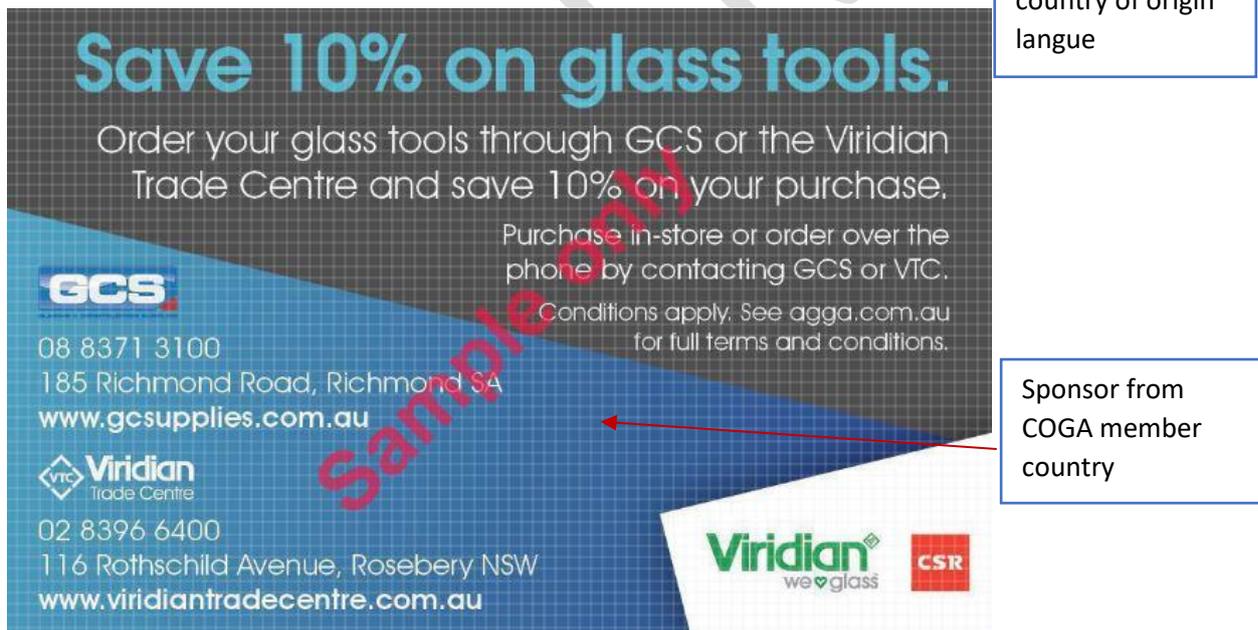
Renewal date

COGA member logo

Master Glazier to nominate 2 areas of higher level expertise

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Rear of a sample Master Glazier ID card with level 1 sponsor details.



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ID card text in country of origin language

Sponsor from COGA member country