

TRAINING FOR GARAGE DOOR INDUSTRY



A consultant has assisted AGDA to develop a wide ranging Specification for garage door installers from level 0 to diploma.

A learners handbook and trainers guide are being developed and a special training sub-committee set up of AGDA members and Dealer members (initially those representatives on the executive) to accelerate the completion of the draft documents to enable the first training session to be delivered in first quarter of this financial year.

The Training Program being developed by AGDA is being planned around an accreditation system described as-

AGDA ACCREDITATION SYSTEM

The Australian Garage Door Association proposes to introduce its accreditation system to fulfil the following aims:

1. To give customers confidence that technicians are skilled, reliable and competent
2. To give customers confidence that the industry is self-regulated for their benefit
3. To ensure that technicians have the knowledge, skills and attitudes required to provide reliable competent service
4. To improve business conditions for accredited technicians
5. To reduce the number and severity of claims and callbacks
6. To reduce insurance and other overhead costs

To achieve these aims the Australian Garage Door Association will provide training to Door and Access System Technicians, and support them with promotion in the market, accreditation documents and logos, and regular training updates and alerts.

WHAT IS AN ACCREDITED TECHNICIAN?

An AGDA accredited Door and Access System Technician is an installer of garage doors and access systems that has been deemed competent by AGDA. Accreditation is for individual persons only – a company cannot be accredited, although a company can certainly promote the fact that they employ or contract accredited technicians.

Accredited technicians are expected to conduct themselves according to the AGDA Code of Conduct.

Accreditation is awarded after an assessment of the technician's competence, according to a set of standards developed by AGDA. The competency standards incorporate National Standards of Competence where possible and where appropriate.

Accreditation may be withdrawn in cases where a technician shows a history of performing below standard or contrary to AGDA's Code of Conduct.

Accredited technicians may use the logo provided to them by AGDA for advertising, marketing and promotional purposes. They may use this accreditation as a form of reference with customers.

HOW ARE TECHNICIANS ASSESSED?

It is essential that technicians have the competence that AGDA promotes, otherwise the accreditation will be seen to have no value. AGDA wants the system to be achievable, and to provide a range of pathways for individual circumstances.

Options are available for assessment.

During a course of training, a trainer will observe technicians' physical skills, understanding of concepts, depth of knowledge, and the way they conduct themselves and organise work.

In other situations, such as an individual seeking accreditation outside of a training situation, third-party confirmation of competence and other evidence may be taken into account. References may be from suppliers, agents, inspectors, certifiers and customers. Evidence can include photos, performance data, certificates, and examples of documentation.

An assessor may interview a candidate, provide a questionnaire, or observe an actual door project to determine the competence of a technician.

TRAINING & THE PAPERWORK TRAIL

Whilst comprehensive training is critical for newcomers to the garage door industry there are many capable people already able to install doors. However they may lack a full appreciation of the paperwork trail necessary for a fully competent self starter installer. A key area is work health and safety and the part such a person needs to play to protect him/herself and his/her employer is one less understood area and includes:

The WHS 2011 requirement to provide a risk assessment cover installation, operation, repair, maintenance, cleaning, replacement, demolition and disposal is a critical document.

It is also an important item to hand over to customers and if they actually read it they will realise the importance of regular maintenance.

PREVENTATIVE MAINTENANCE FOR YOUR GARAGE DOOR.

The preceding paragraph points to maintenance as being of key importance and statistics from a survey by AGDA showed that of the doors in the survey:

- 64% had NOT been serviced in the last 12 months
- 37% were NOT in good mechanical condition
- 10% did NOT operate up and down smoothly
- 7% did NOT reverse on contact with a test block
- 7% were NOT balanced for smooth/safe operation

This clearly demonstrates why there is a need for regular preventative maintenance for safe and trouble free operation of both garage doors and openers and provides a business opportunity to beef up maintenance work for you.

AGDA recommends annual maintenance for residential doors.

And since commercial and industrial doors up to 3m in height are now included, defined as general purpose doors in the Standard AS/NZS4505:2012 Garage doors and other large access doors, **it is good business practice for building owners / managers to have a maintenance policy** to ensure safe and smooth operation for those doors.

This can be done by incorporating in the policy **door manufacturer servicing recommendations**, particularly noting the differing range of operational or duty cycles, dictating a widely ranging frequency of servicing needs (i.e. weekly, monthly, quarterly, 6 monthly or annually).

BUSHFIRE STANDARD AND GARAGE DOORS IN AUSTRALIA



Every new home built or renovated in Australia after 1st May 2010 must undergo a BAL assessment as part of the application for a building permit under 2009 Standard AS 3959 *Construction in bushfire-prone areas*.

AGDA reported considerable confusion and conflicting requirements by certifiers in applying the provisions of AS 3959 in relation to garage door installation in bushfire-prone areas.

AGDA met with Standards Australia on 18th March 2013 seeking clarification of the issues generating confusion and the following options are available to the industry to overcome the confusion-

REVIEW OF OR AMENDMENT TO AS3959

Life Safety is the key component of AS3959

- Any changes recommended will need to be demonstrated as essential based on evidence, testing, net/cost benefit to community etc.
- Potential solutions should to be identified.

PRODUCT TESTING

The Fire test Standard is AS1530 and door system(s) including seals etc. may need testing to demonstrate problem/solution, facilities include-

- EXOVA Warringtonfire Aus Pty Ltd (Victoria)
- CSIRO Manufacturing and Material Technology, Melbourne

DEEMED TO SATISFY

Based on industry documentation or testing which can be a benchmark as *deemed to satisfy* provision to simplify certification with other dimensioned/positioned frames and larger gaps requiring detailed analysis to define a solution complying with the standard.

ENGAGEMENT WITH OTHER INDUSTRY STAKEHOLDERS

AGDA plans discussions with bodies such as Building Surveyors, HIA, MBA ASI, Insurance Council to work towards one possibly useful outcome of a *Guide to Installation of Doors in bushfire prone areas* based on the broader approach of these bodies. The guide would seek to identify agreed practice for door installation under the Standard as well as best practice to minimise variation in certifier determinations on site and would need to include.

- How do you put a garage door into a BAL situation?
- Interpretation of BAL low 12.5, 19, 29, to 40 – what is an acceptable seal for each?
- Standard terms and conditions that garage openings be built to accept a garage door with minimum gaps.

ELECTION OF OFFICERS & DEALER MEMBER REPRESENTATIVES OF AGDA

At the AGM held 5th June 2013 the officers of AGDA were elected as follows.

President - Mark Canning; Vice President- Matthew Stewart; Treasurer- Sam Saliba

Dealer member representatives on the executive:

Gary MacGregor of NQ Door Specialists, Cairns QLD [ph: 0408 183 817- email: garry@nqdoors.com.au]

Greg McKinley of Blue Tounge Garage Doors, Broome WA [ph: 0408 899 424- email: greg@btgdoors.com.au]

Les Sutherland of Express Door Services, Prestons NSW [ph: 0412 667 147- email: sales@expressdoors.com.au]

Frank Van Den Broek, of Garage Door & Gate Solutions, Braeside VIC [ph: 0418 598 462 - email: Frank.V@garagedoorsolutions.com.au]

Dealer Members can contact the Dealer Member Representatives on any matter concerning the industry (contact details above).

Advertisement

CLEVERSEAL GARAGE DOOR SEALS
seal the difference
ELIMINATE DRAUGHTS, DUST & PESTS




ENERGY SAVING SEAL OUT!

- Bush Fire Embers • Coastal Corrosion • Birds
- Spiders • Reptiles • DIY Friendly

DELIVERED AUSTRALIA WIDE

For more information please call 1300 887 438 or visit our website at www.cleverseal.com.au

