

Solve problems on customer supplied files for digital printing

Level 4

Credits 40

Purpose People credited with this unit standard are able to: demonstrate knowledge of problems; demonstrate knowledge of solutions to common problems; and identify, analyse, and solve problems; found on customer supplied files.

Subfield Printing

Domain Digital Processes for Print

Status Registered

Status date 26 January 2007

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Entry information Recommended: Unit 17924, *Undertake typography for printing – graphic communication*; and Unit 17925, *Undertake digital imaging for printing – graphic communication*; or demonstrate equivalent knowledge and skills.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) Competenz

Accreditation and Moderation Action Plan (AMAP) reference 0005

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 It is expected that candidates undertaking this unit standard will complete a portfolio of work that indicates they have successfully completed the range of tasks specified in this unit standard.
- 2 The candidate must be able to repeatedly analyse and solve a wide range of problems in each of the groups listed in the range note to element 2.
- 3 Problems will be solved using Microsoft Office Suite and Photoshop (or similar) and at least two other publishing applications appropriate to the workplace.

- 4 Candidates must follow any applicable and recognised codes of practice, and documented workplace health, safety, and environmental procedures for personal, product, workplace health, safety and environmental matters, and the obligations required under current law including the Health and Safety in Employment Act 1992, Resource Management Act 1991, Privacy Act 1993, Copyright Act 1994, and their subsequent amendments.
- 5 *Workplace practices* refer to the documented procedures for the machine and/or workplace.

Elements and performance criteria

Element 1

Demonstrate knowledge of problems found on customer supplied files.

Performance criteria

- 1.1 Problems commonly found on customer supplied files are listed and described.
- Range problems found when – opening a file, working on screen, printing a file;
types of problems – disc, links, fonts, colour, corrupt files, software, platform, resolution, size.

Element 2

Demonstrate knowledge of solutions to common problems found on customer supplied files.

- Range problems found when opening a file, working on screen, printing a file;
types of problems – disc, links, fonts, colour, corrupt files, software, platform, resolution and size.

Performance criteria

- 2.1 Possible solutions to problems commonly found on customer supplied files are listed.
- 2.2 Advantages and disadvantages to the solutions suggested in 2.1 are noted and the most appropriate solutions are highlighted.

Element 3

Identify, analyse, and rectify problems found on customer supplied files.

- Range problems found when – opening a file, working on screen, printing a file;
types of problems – disc, links, fonts, colour, corrupt files, software, platform, resolution and size;
software programmes – must include Microsoft Office Suite and Photoshop (or similar) plus at least two other publishing applications appropriate to the workplace.

Performance criteria

- 3.1 Problems found are examined and identified to determine the type of problem and possible cause. Courses of action to rectify are recommended.
- 3.2 Possible solutions are evaluated, selected and trialled in accordance with workplace practices.
- 3.3 Solutions are reviewed and modified, and workplace practices are standardised where appropriate.
- 3.4 Solutions are implemented and communicated to customer.
- 3.5 Document is successfully printed to meet customer's requirements.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact [Competenz info@competenz.org.nz](mailto:Competenz.info@competenz.org.nz) if you wish to suggest changes to the content of this unit standard.