

Title	Solve problems on customer supplied files for digital printing		
Level	4	Credits	30

Purpose	People credited with this unit standard are able to, on customer supplied files for digital printing: describe problems found; demonstrate knowledge of solutions to common problems found; and analyse and rectify problems found.
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Classification	Printing > Digital Processes for Print
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Available grade	Achieved
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Guidance Information

1 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:

- Copyright Act 1994;
- Health and Safety at Work Act 2015;
- Privacy Act 2020;
- Resource Management Act 1991.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

2 Definition

Workplace procedures refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the print sector.

3 Range

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

The candidate must be able to repeatedly analyse and solve a wide range of problems in each group of range statements above.

4 Assessment information

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.

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Describe problems found on customer supplied files for digital printing.

Performance criteria

1.1 Describe problems found on customer supplied files.

Outcome 2

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

Performance criteria

2.1 Identify possible solutions to problems commonly found on customer supplied files.

2.2 Describe advantages and disadvantages to the solutions suggested in performance criterion 2.1 and highlight the most appropriate solutions.

Outcome 3

Analyse and rectify problems found on customer supplied files for digital printing.

Performance criteria

3.1 Analyse problems found to determine the type and possible cause. Recommend actions to rectify problems.

3.2 Evaluate, select and trial possible solutions.

3.3 Review and modify solutions, and recommend changes to workplace practices.

3.4 Implement and communicate solutions to customer.

3.5 Print document successfully to meet customer's requirements.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 July 2003	31 December 2025
Review	2	26 January 2007	31 December 2025
Revision	3	12 December 2008	31 December 2025
Review	4	30 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0013
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.