

## Solve problems in direct mail production

**Level** 4

**Credits** 25

**Purpose** People credited with this unit standard are able to: demonstrate knowledge of a problem solving technique for the direct mail production workplace; outline the problem solving technique for problems encountered in a direct mail production workplace; and apply a problem solving technique in accordance with workplace practices.

**Subfield** Printing

**Domain** Direct Mail Production

**Status** Registered

**Status date** 14 December 2004

**Date version published** 12 December 2008

**Planned review date** 31 December 2009

**Entry information** Prerequisites: A minimum of two of the following unit standards: Unit 20939, *Carry out inserter operator duties for direct mail production*; Unit 20940, *Carry out film-wrap equipment operator duties for direct mail production*; Unit 20941, *Carry out ink jet printer operator duties for direct mail production*; or Unit 20942, *Carry out laser printer operator duties for direct mail production*; 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>.

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### Special notes

- 1 The candidate is required to keep a logbook of problems they have solved indicating that they have supplied evidence for all range items specified in this unit standard.

- 2 All workplace practices must meet 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, Hazardous Substances and New Organisms Act 1996, Resource Management Act 1991, Privacy Act 1993, and their subsequent amendments.
- 3 *Workplace practices* refer to the documented procedures for the machine and/or workplace.

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## Elements and performance criteria

### Element 1

Demonstrate knowledge of a problem solving technique for the direct mail production workplace.

#### Performance criteria

- 1.1 The problem solving technique is described in terms of its sequential processes.  

Range	identify problem, analyse problem, generate ideas and solutions, select and plan possible solution, develop and test chosen solution, evaluate solution, implement solution.
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### Element 2

Outline the problem solving technique for problems encountered in a direct mail production workplace.

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| Range | identify problem, analyse problem, generate ideas and solutions, select and plan possible solution, develop and test chosen solution, evaluate solution, implement solution. |
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#### Performance criteria

- 2.1 Problems encountered when undertaking direct mail production operations are defined and the technique for solving them is outlined.  

Range	a minimum of five problems encountered during the set up and operation of two of the following pieces of machinery – inserter, film wrap, ink jet printer or laser printer.
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- 2.2 Problems encountered when undertaking hand-line operations are defined and the technique for solving them is outlined.  

Range	a minimum of two problems encountered during each of the following hand line operations – hand folding, hand assembly, hand feeding machinery, mail sorting.
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2.3 Problems arising within the workplace are defined and the technique for solving them is outlined.

Range may include but is not limited to problems arising from – workflow, legislative requirements, systems, workplace procedures, records.

### Element 3

Apply a problem solving technique in accordance with workplace practices.

Range identify problem, analyse problem, generate ideas and solutions, select and plan possible solution, develop and test chosen solution, evaluate solution, implement solution.

### Performance criteria

3.1 Problems encountered when undertaking various operations of direct mail production are solved in accordance with workplace practices.

Range evidence must be gathered indicating that the candidate can solve at least five problems encountered during the set up and operation of two of the following pieces of machinery – inserter, film wrap, ink jet printer or laser printer.

3.2 Problems encountered when undertaking hand-line tasks are solved in accordance with workplace practices.

Range evidence must be gathered indicating that the candidate can solve at least two problems encountered during each of the following hand line operations – hand folding, hand assembly, hand feeding machinery, mail sorting.

3.3 Problems arising within the workplace are solved in accordance with workplace practices.

Range may include but is not limited to problems arising from – workflow, legislative requirements, systems, workplace procedures, records.

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### 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.

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**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.