

Title	Solve problems in a direct mail production workplace		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: describe problem solving processes for the direct mail production workplace; identify problems encountered in a direct mail production workplace and describe their solutions; and apply knowledge of problem solving in a direct mail production workplace.
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Classification	Printing > Direct Mail Production
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Available grade	Achieved
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Prerequisites	A minimum of one of the following unit standards: Unit 20939, <i>Carry out inserter operator duties for direct mail production</i> ; Unit 20942, <i>Carry out laser printer operator duties for direct mail production</i> ; or Unit 33287, <i>Prepare documents containing variable data for direct mail production</i> ; or demonstrate equivalent knowledge and skills.
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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:

- Hazardous Substances and New Organisms Act 1996;
- 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 Assessment information

The candidate is required to keep a logbook of problems they have solved to show evidence for all range items 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 problem solving processes for the direct mail production workplace.

Performance criteria

1.1 Describe problem solving 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.

Outcome 2

Identify problems encountered in a direct mail production workplace and describe their solutions.

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

2.1 Identify problems encountered when undertaking direct mail production processes and describe solutions.

Range processes may relate to – inserter, laser printer, software; a minimum of five problems must be evidenced.

2.2 Identify problems encountered when undertaking hand-line operations and describe solutions.

Range hand line operations include – hand folding, hand assembly, hand feeding machinery, mail sorting; a minimum of two problems encountered during each operation must be evidenced.

2.3 Identify problems arising within the workplace and describe solutions.

Range may include but is not limited to problems arising from – workflow, legislative requirements, systems, workplace procedures, records; a minimum of two problems and solutions must be evidenced.

Outcome 3

Apply knowledge of problem solving in a direct mail production workplace.

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 Solve problems encountered when undertaking direct mail production processes.

Range processes may relate to - inserter, laser printer, software; a minimum of five problems must be evidenced.

3.2 Solve problems encountered when undertaking hand-line tasks.

Range hand line operations include – hand folding, hand assembly, hand feeding machinery, mail sorting; a minimum of two problems encountered during each operation must be evidenced.

3.3 Solve problems arising within the workplace.

Range may include but is not limited to problems arising from – workflow, legislative requirements, systems, workplace procedures, records; a minimum of two problems must be evidenced.

Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	14 December 2004	31 December 2025
Rollover and Revision	2	12 December 2008	31 December 2025
Review	3	24 August 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.