

Title	Settle disputes, solve problems and rectify faults when making and installing signs		
Level	4	Credits	20

Purpose	<p>This unit standard is for experienced people working in the signmaking industry.</p> <p>People credited with this unit standard are able to settle disputes, solve problems and rectify faults when making and installing signs.</p>
----------------	---

Classification	Printing > Signmaking
-----------------------	-----------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Legislation and references
Health and Safety in Employment Act 1992
Resource Management Act 1991.
- 2 Definition
Company requirements refer to any documented policies and procedures of the company involved.
- 3 Range
Evidence is required of a minimum of 20 faults, workplace problems or disputes that have been rectified and solved. This can include problems in design, production, fabrication and installation of signs. Disputes with customers and post-installation problems may also be included.
- 4 Assessment information
For assessment against this unit standard, candidates must complete and sign off a logbook.

Outcomes and performance criteria

Outcome 1

Settle disputes, solve problems and rectify faults when making and installing signs.

Performance criteria

- 1.1 The problem is identified and investigated to determine the possible cause(s) in accordance with company requirements.

- 1.2 Possible solutions to eliminate the cause of the problem are described.
- 1.3 Possible solutions are evaluated and the optimal solution chosen in accordance with company requirements.
- 1.4 Solution is implemented and documented in accordance with company requirements.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2012	31 December 2016
Review	2	20 April 2017	31 December 2022
Rollover	3	17 August 2017	31 December 2022

Consent and Moderation Requirements (CMR) reference

0005

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

This unit standard is expiring