

<b>Title</b>	<b>Investigate and solve complex problems in the print industry</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is intended for people working towards a management role in the print industry.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of a problem-solving technique suitable for use in the print industry; investigate complex problems in the print industry; and make and evaluate recommendations to solve complex problems in the print industry.</p>
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<b>Classification</b>	Printing > Print Industry Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation, regulations and/or standards relevant to this unit standard includes but is not limited to the:
  - Health and Safety at Work Act 2015;
  - 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 Definitions

*Complex problems* in the print industry are defined as those that require the application of standard and non-standard problem-solving techniques and which have some or all of the following characteristics:

- a series of causal factors that are not obvious;
- affect printing operations, equipment, and/or the end product;
- have no obvious or predetermined solution;
- require the interpretation of a wide range of inputs, opinions, and data;
- require an in-depth knowledge of printing equipment and processes to solve.

*Print industry* refers to all sectors involved in printing and packaging industries including pre-production, production, and post-production activities. The sectors include graphic pre-press, digital output, sheet-fed, reel-fed, screen, binding and finishing, fibreboard packaging.

*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

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.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of a problem-solving technique suitable for use in the print industry.

#### Performance criteria

- 1.1 Identify and describe a problem-solving technique, and explain the application of the technique.
- 1.2 Determine methods of applying the problem-solving technique to specified complex problems.

Range        evidence for a minimum of four different complex problems encountered in a printing workplace is required.

### Outcome 2

Investigate complex problems in the print industry.

Range        investigation of two specific problems encountered in a printing organisation.

#### Performance criteria

- 2.1 Determine and assess the problem and potential causative factors through the investigation.  
  
Range        identify problem, analyse problem, generate ideas and solutions, select and plan possible solution.
- 2.2 Document the investigation process and identification of causative factors.

**Outcome 3**

Make and evaluate recommendations to solve complex problems in the print industry.

Range recommendations for two specific problems encountered in a printing organisation.

**Performance criteria**

- 3.1 Recommend solutions to the identified problems.
- 3.2 Trial and assess solutions to determine effectiveness in solving the problems.
- 3.3 Identify and document final solutions.

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<b>Planned review date</b>	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 2020	31 December 2027
Review	2	30 March 2023	N/A
Revision	3	27 February 2025	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.