



GQA LEVEL 3 CERTIFICATE IN UNDERSTANDING THE PRINT WORKING ENVIRONMENT

Qualification Number
600/3252/2

Welsh Qualification Number
C00/1244/3

PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

	UNITS OF COMPETENCE			ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence overtime	DATE
Unit Number	Mandatory Units	Level	Credit		
T/503/5024 PTC014	Understanding Working Practices in the Print Working Environment	3	3		
F/602/3940 ERR1	Employment Rights and Responsibilities in the Processing and Manufacturing Industries	2	3		
A/503/5025 PTC013	Understanding how to contribute to improving the effectiveness of the Print Company	3	4		
Print (Mandatory)					
K/503/5036 PTC012	Understanding how to promote and monitor Health and Safety in the Print working environment	3	4		
Print (Optional)					
Print Administration (Mandatory)					
M/503/5040 PTC011	Understanding how to promote and monitor Health and Safety in the Print Administration working environment	3	3		
F/503/4037 PTC010	Knowledge of Print Administration	2	6		

RELIABLE EVIDENCE: The forms of evidence available include (mark as appropriate)

Observation in the workplace ☐
 Records of prior experience ☐
 Testimonial(s) ☐
 Work records ☐

Assessment of knowledge ☐
 Witness statement(s) ☐
 Photographic evidence ☐
 External testing ☐

Passport Style
 Candidate Photo
 (Mandatory)

COMPETENCE COMPLETION SIGNATURES

By signing here, the Candidate and Assessor confirm that evidence presented is authentic and that the assessments took place in accordance with the relevant assessment strategy. Details of the assessments and evidence must be recorded in the assessment decision record/summaries at the end of each unit.

	Name and Signature	Date
Candidate		
Lead Assessor		
IQA		
EQA		

Introduction to the Qualification

Who is this Qualification for?

This qualification is aimed at individuals wishing to gain in-depth knowledge of the requirements of working safely and effectively in the print production or administration working environment, and is particularly suited to individuals undertaking an Advanced Apprenticeship in the print industry.

The qualification is at Level 3 and is primarily aimed at those capable of working without close supervision. Establishing underpinning knowledge and understanding relevant to the print industry, this qualification is intended to be capable of delivery through both a taught programme of off-the-job learning or through workplace assessment (for those with access to the real workplace). The qualification is intended to ensure that candidates have well-developed knowledge of the organisation worked for and the print industry. There are also 2 further qualifications at Level 2 for those employed in a production or administrative role within the print industry, and a suite of qualifications covering the practical aspects involved in working in the print industry.

What is required from candidates?

GQA qualifications are made up of a number of units that have a credit value or credits. These credits must be achieved in the correct combination from mandatory and optional units: this qualification has 3 mandatory units, which have a value of 10 credits and 2 pathways made up of optional units. The pathways are to ensure there are specific qualifications for those involved in either production or administration roles. Candidates must achieve all 3 mandatory units, plus the relevant number of credits from the appropriate pathway (see below for details). The units are made up of the knowledge needed to carry out the work safely and correctly. These are called Learning Outcomes, and all must be met to achieve the unit.

Qualifications are now required to indicate the total qualification time (TQT), this is to show the typical time it will take someone to attain the required skills and knowledge to meet the qualification criteria, this qualification has a TQT of 190 hours. Qualifications are also required to indicate the number of hours of teaching someone would normally need to receive in order to pass the qualification. These are referred to as Guided Learning Hours (GLH). The GLH for this qualification is 89.

Unit ref	Title	Level	Credit
Mandatory Units			
T/503/5024 PTC014	Understanding Working Practices in the Print Working Environment	3	3
F/602/3940 ERR1	Employment Rights and Responsibilities in the Processing and Manufacturing Industries	2	3
A/503/5025 PTC013	Understanding how to contribute to improving the effectiveness of the Print Company	3	4
Print (Mandatory)			
K/503/5036 PTC012	Understanding how to promote and monitor Health and Safety in the Print working environment	3	4
Print (Optional) (minimum 5 credits)			
D/503/5082 PTC016	Understanding how to manage Print Finishing Machines	3	5
K/503/5084 PTC015	Understanding how to manage Print Machines	3	5
R/503/5080 PTC017	Understanding Digital Printing	3	5
Y/503/5081 PTC018	Understanding Digital Artwork	3	5
Print Administration (mandatory)			
M/503/5040 PTC011	Understanding how to promote and monitor Health and Safety in the Print Administration working environment	3	3
F/503/4037 PTC010	Knowledge of Print Administration	2	6

Assessment guidance

Evidence should show that you can complete all of the learning outcomes for each unit being taken

Types of evidence:

Evidence of knowledge is required. This knowledge can be demonstrated by completing projects, reports, assignments, professional discussions and/or by responding to questions. Evidence produced as a result of performance, such as quality assurance records, maintenance reports etc. can contribute if appropriate.

Quantity of evidence:

Evidence should show that the Learning Outcomes and requirements of the unit can be achieved consistently over an appropriate period of time.

Please note that photocopied or downloaded documents such as manufacturers' or industry guidance, H&S policies, Risk Assessments etc, are not normally acceptable evidence for GQA qualifications unless accompanied by a record of a professional discussion or Assessor statement confirming candidate knowledge of the subject. If you are in any doubt about the validity of evidence, please contact your GQA EQA.

GQA Knowledge Implementation Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance

This document indicates the requirements of Approved Centres delivering GQA qualifications and / or units of credit.

1. Equality of Opportunity

Equality of access to fair and valid assessment is necessary for all candidates undergoing assessment. This may mean making reasonable adjustments to normal assessment methods for candidates with particular or special assessment requirements. Candidates work patterns should not become a barrier to assessment, the organisation of which may have to be flexible. In the same way, reasonable adjustment arrangements may be necessary for candidates with a disability. For example, a candidate who is unable, through disability, to produce oral or written evidence, may be allowed to use the method they normally use as a substitute for the required form of communication. Reasonable adjustments need to be approved by GQA.

2. Recognised/Approved Assessment Centres

2.1 Individual centres must be approved by GQA to offer specific qualifications and / or units of credit. A centre may be a single organisation or a partnership of two or more organisations. It may operate at a single location or have satellites. For further details see the GQA booklet “Guide to Centre Approval”. The Centre Approval process is carried out by a GQA approved EQA. Each Centre must maintain a centre file. It is important to be clear what the steps in the assessment process are:

- plan evidence collection and opportunities for assessment
- collect evidence
- judge evidence
- determine whether sufficient evidence has been presented
- make an assessment decision and give feedback to the candidate

NB Any deviation from the norm must be approved by a GQA EQA

2.2 Assessors and Verifiers

All Assessors of candidate performance must be competent, to make qualitative judgements, both in the skills they are assessing and in the assessment of candidates and hold the appropriate Assessor national award. Assessor occupational knowledge related to the qualifications being assessed is essential and must be illustrated to GQA prior to approval.

Internal Verifiers are responsible for the quality assurance of the assessment process within a centre. They should have a relevant occupational background, be competent in internal verification and hold the Internal Verifier national award. It is recommended that Internal Verifiers work towards national recognition of assessor competence.

EQAs are responsible for ensuring accurate and consistent standards of assessment across centres, qualifications, units of credit and over time. They should have a relevant occupational background, be competent in external quality assurance and hold the relevant national external quality assurance award. GQA will approve and licence all individuals involved in the assessment and verification of its approved qualifications and / or units of credit. Individuals who are working towards the Assessor or Internal Verifier national awards can only be provisionally licensed. The judgement of provisional licence holders will need to be agreed/authorised by a fully qualified and GQA licensed individual who cannot carry out a dual role in relation to a specific candidate.

All GQA Assessors and Verifiers must undertake a minimum of 2 significant CPD activities in both occupational areas and assessment and verification. Reflective CPD records must be maintained and made available to GQA EQA's for review.

2.3 Centre Approval, Monitoring Reviews and Quality Assurance

The centre recognition/approval process is the start of a significant part of the awarding body's quality assurance system. The Approval process will begin with an EQA review of centre procedures to ascertain the potential centres ability to deliver GQA qualifications and / or units of credit. Centres will be expected to meet the relevant regulatory authority criteria for delivery of qualifications prior to initial approval; continued compliance with the criteria will be monitored through regular EQA visits. It is recommended that centre reviews are conducted at minimum every six months by a GQA

EQA.

New or multi-site centres may be required to undertake quarterly or more frequent EV reviews to ensure that different locations can be seen to satisfy the national requirements.

GQA will ensure that unacceptable barriers relating to the assessment and internal verification of candidates in small companies do not deny recognition of competence to competent young workers. In such circumstances, GQA will demonstrate that its quality assurance procedures remain sufficient and rigorous to ensure that the competence outcomes have standing and credibility in the occupational area.

Enhanced quality procedures to ensure consistency of assessment and verification will be necessary and will include:

- a high level of sampling of assessment decisions N.B. In some instances the EQA may visit each assessment location and qualification / unit of credit candidate (e.g. single candidates dispersed throughout different small companies on government funded programmes)
- an in-depth scrutiny of assessment plans, materials and records
- specific centre guidance aimed at the successful implementation of qualifications and / or units of credit in SMEs via approved centre partnerships. This can include guidance on the quantity and quality of valid, authentic, and transferable evidence expected to be attributed to individual candidates
- ensuring centres are following the requirements prescribed in any appropriate assessment strategies and applicable codes of practice
- the identification and publication of good practice in centres

As part of the Quality Assurance process Proskills require an Enhanced external quality assurance process. This will be in the form of 1 significant underpinning knowledge question answered by the candidate for each unit of the qualification. The questions will be decided by GQA, and guideline answers must be submitted for approval and once approved kept in the Centre File to allow independent assessment

3. Qualification / Unit of Credit Candidates

All candidates must register with a GQA recognised/approved centre. The centre must maintain appropriate candidate personal details for external audit purposes etc.

The centre will provide candidates with advice and guidance on how to prepare for assessment and allocate an Assessor who will assess candidate ability to meet the requirements of the relevant qualifications / unit of credit. It is the candidate's responsibility to demonstrate competence and to do this they must:

- prove they can consistently meet all the qualification and / or unit of credit criteria
- provide evidence from work, that they can perform competently in all the contexts specified in the qualification / unit of credit requirements
- prove that they have the knowledge and understanding required to perform competently, even where they have not provided evidence from the workplace

It is therefore critical that quality evidence is provided in a format to allow the Assessor to make a decision and for the Internal Verifier to audit/verify his/her decision.

4. Evidence

A qualification and / or credit is awarded when a person has achieved the necessary outcomes of the qualification and / or unit of credit. The specific combination of units necessary to achieve a qualification is detailed in the qualification structure. Certificates of Unit Credit can be awarded when candidates achieve any one, or more, units from the qualification. The evidence the candidate brings forward is primarily evidence of what he/she knows. The assessment criteria / qualification requirements are described within the qualification and / or unit of credit itself and could incorporate practical skills in addition to primary evidence of knowledge.

The assessor's role is to judge each relevant item of evidence. Each must be judged against the qualification and / or unit of credit requirements. If items of evidence were collected for each of the criteria, the candidate may have to produce many items of evidence, well above the number actually required. GQA recommend holistic assessment.

When judging each item of evidence, the assessor is deciding whether the evidence:

- is authentic – i.e. actually produced by the candidate
- meets the criteria
- relates as appropriate to a context defined within the qualification and / or unit of credit
- confirms that the candidate has the required underpinning knowledge

When the assessor makes a decision about the candidate's competence, he or she examines all the evidence available to determine:

- if the evidence, as a whole, covers all the evidence of achievement
- whether the evidence indicates consistency in competent performance
- whether there is enough evidence on which to base an inference of competence

The answer can only be (one of):

- yes (the candidate has achieved)
- no (the candidate has not yet achieved)
- there is insufficient evidence to make a decision

Knowledge evidence

Being able to achieve a standard requires the ability to put knowledge to work. The qualification and / or unit of credit indicates the knowledge each person should use if they are to perform competently.

It should not be necessary to test all of the candidate's knowledge separately; however, any exception to this would be detailed in the relevant Assessment Strategy. Performance evidence could show that the candidate knows what he or she is doing. When this is not the case, or if the assessor is not convinced from the performance evidence, it may be necessary to check the individual's knowledge separately.

Oral or written assessments must clearly provide a suitable means of checking the breadth and depth of an individual's knowledge. Assessors will need to judge the best mix of knowledge evidence according to individual circumstances. Knowledge evidence is useful when deciding the quality of performance evidence, but must not be used in isolation to judge competence or as an alternative to performance evidence. Care must be taken that candidate evidence is auditable and verifiable.

Performance evidence

Can be what the individual actually produces, or the way the individual achieves the standard. One is called product evidence and the other process evidence. Product evidence is tangible – you can look at it and feel it. Products can be inspected and the candidate can be asked questions about them.

Process evidence describes the way the candidate has achieved an outcome – how they went about it. This may be, for example, the way the quality of products is checked or the way customer complaints are handled. This usually means observing the candidate in action.

Performance evidence may be acceptable if the candidate is working in a glass or glass related environment Simulation – from circumstances specially designed to enable the candidate's knowledge and / or performance to be assessed. It is not always possible or feasible to collect naturally occurring evidence. It is likely that some simulation may be needed, when it may take too long to wait for the evidence to arise e.g. it may be an aspect of performance which occurs infrequently. An example of this may be evidence of how to deal with emergencies. The centre must obtain GQA EQA approval for the use of simulation.

Personal Profile

A personal profile is helpful both to the qualification candidate and those involved in assessing and/or verifying competence and the use of such a document should be encouraged.

Candidates new to the sector and working primarily in an off-the-job learning environment will develop/compile a personal profile during the implementation of the Technical Certificate / GQA Knowledge Qualification. Whilst it may not be immediately evident with the help of centre staff, the candidate may be able to identify some auditable prior skills and / or knowledge that may be transferable to the glass related occupational role.

Candidates already in employment in the sector will be able to provide a relevant personal profile and be able to demonstrate aspects of their skills/knowledge using real workplace experiences.

Evidence Guide/Brief

This section is intended to provide a guide for any training plans, reports or assignments produced to support the implementation of the Technical Certificate / GQA Knowledge Qualification. Report / Assignment topics should reflect activities from the occupational area chosen and should be agreed by both candidate and assessor.

1. Introduction - Provide an explanation of the proposed assignment activity and its expected outcome.
2. Preparatory Work - This section should cover the actions and issues required prior to carrying out the main practical activity.
3. Practical Work - This will incorporate a step-by-step account of the practical activity incorporating appropriate quality procedures.
4. Quality Review - This will incorporate an account of the relevant quality checks in relation to the anticipated outcome e.g. in terms of product and/or customer expectations.

NB1 The above will take account of the prescribed format of the practical activities and underpinning knowledge requirements as described within the qualification booklet (standard and assessment guidance).

NB2 All of the above stages will incorporate individually as appropriate:

- Health and Safety regulations and requirements
- Products, materials and equipment
- Handling products and materials e.g. movement of and storage of, hazardous and non-hazardous materials
- Communications including working relationships, information systems, locating and recording
- Standard operating procedures
- Quality issues as appropriate e.g. systems and checks
- Problems, their repercussions and resolution

In terms of content, language and requirements, evidence within a Technical Certificate / GQA Knowledge Qualification portfolio of evidence should satisfy terms such as explain, report, identify and investigate.

In order to make a fair and objective assessment, the assessor must be able to answer the question: Is there sufficient evidence that the candidate has the knowledge to meet the requirements of the qualification and / or unit of credit?

NB: These Qualification implementation guidelines are generic across the full range of GQA qualifications. Further guidance on acceptable evidence on each qualification will be found in the Introduction to the Qualification section of the candidate booklet

Collation of Evidence for Level 3 Qualifications

The definition of a Level 3 NVQ/SVQ is that competence in a broad range of varied work activities is performed in a wide variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often required.

By the very nature of this, it is anticipated that Level 3 candidates will be able to provide evidence of their achievement drawn from successful work activities or projects, in other words, real examples of their work over time and range. All evidence should be dated, signed and authenticated/authorised by a recognised responsible person.

The following comments will help in the planning of evidence collection for Level 3 qualifications:

- Level 3 assessments are not normally carried out by the use of checklists
- Level 3 candidates are encouraged to provide evidence of their achievements drawn from their actual current work activities
- In many cases, evidence of achievement is not difficult to find
- Level 3 candidates should produce a CV that clearly indicates their relevant experience and achievement that contribute to the qualification
- A collation of evidence in the form of a Level 3 portfolio may be used to demonstrate competence against the standard
- The evidence must be cross referenced against the NVQ/SVQ standard (and where necessary justified)
- It may be appropriate for Level 3 candidates to undertake the related Level 2 qualification or some Level 2 units as a milestone/interim qualification
- Level 3 qualifications may include units of competence from Level 2 qualifications. If the candidate has already achieved any unit(s) and is regarded as currently competent then he/she will not be required to be reassessed on the same unit(s)
- Assessors will need to carry out performance and knowledge assessments for units/elements/pcs etc but the need for ongoing formal observations should not be as great if the candidate has produced a quality portfolio.

Some aspects of evidence may be subjected to independent assessment or enhanced external verification to satisfy the requirements of the standards setting body's assessment strategy

Candidate Declaration

Candidate Name.....

Centre/Company Name.....

Assessor(s) Name(s).....

I acknowledge receipt of this copy of GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the qualification. The individual units detail in the necessary requirements etc that I must achieve.

I understand that I will have an important role in preparing for and planning assessments and with guidance from the Assessor I will Collect and record relevant evidence.

I have been informed of the appeals system, should I want to appeal against any part of the assessment process.

I understand the assessments will be carried out with regard to the company's/centre's Equal Opportunities Policy.

Candidate signature.....

Date.....

Production/Process Activity Guideline

To aid new or established workers, a centre may wish to describe a normal production/process activity relevant to the achievement of the national vocational qualification and identify which units/elements it will contribute to, e.g. the act of preparation for work, implementation and completion will contribute to a number of units of competence.

Production/Process Activity Relevant to the Achievement of this Qualification	Contributory to: Units/Elements

T/503/5024	Understanding Working Practices in the Print Working Environment	Level 3	3 Credits
PTC014			

The aims of this unit are to ensure the learner has knowledge and understanding of working practices within the print working environment, including knowledge of the departments/job roles, customers and output from the learner's Company, but also includes wider knowledge covering an overview of printing processes and machinery/equipment.

There is a need to understand how to identify and understand the importance of teamwork and good working relationships with customers and colleagues. Finally the unit also covers confidentiality issues.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know the printing processes used within the print Industry.	1.1 Name 5 main print processes used within the print Industry.			
	1.2 Explain the basic principles of each process.			
	1.3 Name one product that can be produced by each process.			
	1.4 Name 3 stages of production workflow in print.			
2. Understand the factors that influence the choice of printing process.	2.1 Explain the advantages of each process.			
	2.2 Explain the disadvantages of each process.			
3. Know the Departments/job roles within the Company and their own area of responsibility.	3.1 List the Departments/job roles within the Company.			
	3.2 Explain the responsibilities of each Department/job role.			
	3.3 Explain their own duties and limits of responsibility.			
4. Know the products produced by the Company.	4.1 List the main products produced by the Company.			
	4.2 Name the materials and processes used to produce the printed product.			
5. Know the types of equipment used within the Organisation for print related work.	5.1 List 5 pieces of equipment/machinery used within the Organisation for print related work.			
	5.2 Explain the purpose of each piece of equipment/machinery given in answer to 5.1.			
6. Know the importance of delivering customer requirements.	6.1 Describe the Company's customer base.			
	6.2 Explain the difference between internal and external customers.			
	6.3 Explain 3 ways a Company can benefit from delivering work on time to meet customer requirements.			
	6.4 Explain why it is important to have good working relationships with customers.			

Assessor comments/feedback

T/503/5024	Understanding Working Practices in the Print Working Environment (continued)	Level 3	3 Credits
PTC014			

7. Know why good working relationships with colleagues are important and how barriers to this can be overcome.	7.1 Explain why good working relationships are important.			
	7.2 Give 3 examples of problems in developing and maintaining good working relationships with colleagues and suggest solutions.			
8. Understand the need for confidentiality within the print industry.	8.1 Explain the main purpose of the Data Protection Act.			
	8.2 Explain the meaning of the term "copyright".			
	8.3 List 2 types of information concerning a print job that may need to be kept confidential.			
	8.4 Explain the reasons the information should be kept confidential and how the confidentiality can be ensured.			
	8.5 Explain the legal implications where confidentiality is not maintained.			

Assessor comments/feedback

F/602/3940	Employment Rights and Responsibilities in the Processing and Manufacturing Industries	Level 2	3 Credits
ERR1			

The aim of this unit is to ensure that individuals have a general insight into the processing/manufacturing industry as a whole, its purpose, and the roles, responsibilities and rights of employees and employers.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know what is included in the induction process.	1.1 Explain what the term 'induction' means, why it is necessary for new employees; when it begins; its duration, and who conducts it.			
	1.2 Explain what subjects and issues are covered during an induction.			
	1.3 Describe what information sources concerning the industry, the Company and career paths are readily available.			
2. Know the basic concepts of employment law.	2.1 Describe the key features of a Contract of Employment.			
	2.2 Explain how the 'Working Time Directive' governs contractual working hours and holiday entitlements.			
	2.3 Explain how data protection legislation impacts upon employer/employee relationships.			
	2.4 State the rights of an employee in discipline grievance and dismissal issues.			
3. Know the basic principles of how safety, health and environmental legislation applies to their industry.	3.1 Explain the prime employer/employee rights and responsibilities within the workplace, towards the general environment and the public at large.			
	3.2 Describe the key, potential hazards for people and the environment and how these are dealt with, through legislation and good practice.			
	3.3 Explain the general principles of statutory, workplace risk assessment processes.			
4. Know the purpose of the industry, its processes and key stakeholders.	4.1 State the main purpose of the industry.			
	4.2 State the key materials, equipment and processes involved in the industry			
	4.3 State guidance and documentation relevant to the job role.			
	4.4 State the major organisations associated with the industry and the role that they play to include: • Competitors • Suppliers • Customers • Federations/Associations			

Assessor comments/feedback

F/602/3940	Employment Rights and Responsibilities in the Processing and Manufacturing Industries (continued)	Level 2	3 Credits		
ERR1					

5. Know how their job role fits within the organisation.	5.1 Obtain the organisation structure, and explain job roles and reporting structures.			
	5.2 State how their role contributes to the organisation's aims.			
6. Know how discrimination and harassment can affect the workplace.	6.1 State the Acts relative to gender, race, age and pay.			
	6.2 State the responsibilities of Trade Unions and the benefits to employees.			

Assessor comments/feedback

A/503/5025	Understanding how to contribute to improving the effectiveness of the Print Company	Level 3	4 Credits
PTC013			

The aims of this unit are to ensure the learner has knowledge and understanding of the importance of the Company and individuals looking for ways to improve efficiency and performance, minimising waste. The unit requires the learner to reflect on own performance and that of others to determine development needs.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know why it is important to contribute to improving the effectiveness of the Company.	1.1 Explain 3 reasons for contributing to improving the effectiveness of the Company.			
2. Know how to obtain and understand the work schedule.	2.1 Explain the Company procedure for scheduling the required work.			
	2.2 Explain how to obtain the work schedule.			
	2.3 Explain what to do if the work schedule is: • Unclear • Not achievable			
3. Know how to ensure that the required quantities of products and materials and human resources are used.	3.1 Explain how to ensure that the required quantities of products and materials and human resources are selected.			
	3.2 Explain what to do if there are insufficient resources to meet the required output.			
4. Know how to minimise wastage of materials.	4.1 List three types of material that can potentially be wasted.			
	4.2 Describe what actions can be taken to minimise wastage of the materials listed.			
	4.3 Explain how surplus materials may be reused.			
5. Know how to identify and pass on improvements to work activities.	5.1 Explain 2 ways to identify improvements that can be made in work activities.			
	5.2 Explain how to pass on suggestions for improvements identified in line with Company practices.			
6. Know how and why to identify opportunities and needs for personal development and how to manage this information.	6.1 Explain 2 ways that a need to update skills and/or knowledge of the print industry can be identified.			
	6.2 Give 2 examples of how to check opportunities for personal development related to the print industry.			
	6.3 Explain the benefits of keeping skills and knowledge up to date, give one example each of how it benefits: • The individual • The Company			

Assessor comments/feedback

A/503/5025	Understanding how to contribute to improving the effectiveness of the Print Company (continued)	Level 3	4 Credits		
PTC013					
7. Know how to identify the current and required skills, knowledge and performance of colleagues.	7.1 Explain how to monitor if colleagues have the required skills and knowledge to carry out their job role.				
	7.2 Explain how to identify potential opportunities for developing the skills and knowledge of colleagues.				
	7.3 Give 3 examples of situations that may mean staff training is needed and what to do when a need is identified.				
	7.4 Explain the benefits of staff keeping skills and knowledge up to date, give one benefit to the business and one to the individual.				

Assessor comments/feedback

K/503/5036	Understanding how to promote and monitor Health and Safety in the Print working environment	Level 3	4 Credits
PTC012			

The aims of this unit are to ensure the learner has knowledge and understanding of Health and Safety and communication within the print administration working environment, including hazard awareness and formal risk assessments. The learner will also be required to show an understanding of how to obtain information and promote and monitor changes and updates to Health and Safety matters. Finally there is the need to understand emergency procedures and how to deal with, record and investigate accidents and incidents.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know which acts, regulations and guidelines apply to the print working environment and where this information can be obtained.	1.1 Under the Health and Safety at Work Act 1974, describe: • The employee's primary legal responsibilities • The employer's primary legal responsibilities			
	1.2 List 3 Health and Safety regulations relevant to their job role and how they apply to the individual and the Company.			
	1.3 Explain how to obtain further accurate information on Health and Safety acts, regulations and guidelines.			
	1.4 Explain how compliance with Health and Safety matters is monitored, covering: • Internal systems • External bodies			
	1.5 Explain the possible implications for the Company of non-compliance with Health and Safety issues.			
2. Know how to obtain information and keep aware of changes in Health and Safety acts, regulations and guidelines that apply to the print working environment.	2.1 Give 3 reasons why it is important to obtain details of changes to Health and Safety related information in the print working environment.			
	2.2 Explain 2 ways to obtain information on changes in Health and Safety acts, regulations and guidelines.			
	2.3 Describe 2 methods of obtaining explanations of Health and Safety updates or information.			
3. Know how to promote and monitor Company Health and Safety policies and guidelines.	3.1 Explain when the Company has to have written Health and Safety policies.			
	3.2 List three items of Personal Protective Equipment and its use.			
	3.3 Explain how to promote and monitor compliance with Health and Safety requirements.			
4. Know the causes of health risks in printing.	4.1 Explain the regulations in regards to personal health risks in printing.			
	4.2 Describe 3 risks when using hazardous substances.			
	4.3 Explain how to minimise the risks identified.			
5. Know how to implement and monitor changes in Health and Safety practices of others to comply with legislation, regulations and organisational guidelines.	5.1 Explain how to introduce and implement changes in Health and Safety practices of others.			
	5.2 Explain how to monitor the implementation of changes in Health and Safety working practices of others in the print related working environment.			
6. Know how to carry out a formal assessment of hazards and risks in the print related working environment.	6.1 Describe the steps in carrying out a formal risk assessment.			

K/503/5036 PTC012	Understanding how to promote and monitor Health and Safety in the Print working environment (continued)	Level 3	4 Credits
7. Understand how to adopt and monitor safe working practices.	7.1 Explain where information can be found for the operation of the equipment used in their job role.		
	7.2 State 2 pieces of equipment used in the printing industry which is not permitted to be operated by anyone unsupervised under 18 years of age.		
	7.3 Explain what to do if the required PPE or tools and equipment are not available or fit for purpose.		
	7.4 Describe the Company procedures for disposing of chemicals, solvents and soiled waste to comply with legislation.		
	7.5 Explain what to do if any task is carried out without following Health and Safety guidelines or legislation.		
	7.6 Explain what to do if asked to carry out a task without following Health and Safety guidelines or legislation.		
8. Know what to do in the event of accidents, emergencies and Health and Safety related incidents.	8.1 Describe the Company procedures to follow in the case of an accident.		
	8.2 Describe the Company procedures to follow in the case of an emergency.		
	8.3 Describe the procedure for evacuating workers and visitors.		
	8.4 Describe the procedure for reporting and recording accidents and emergencies, to include: • Internal accident book/records • Health and Safety Executive or Environmental Health Authority • Reporting and recording accidents under the RIDDOR regulations		
	8.5 List the types and uses of fire extinguishers.		
	8.6 Explain what is meant by a “near miss” and why and how these should be recorded.		
9. Know how to investigate accidents to identify the cause and why this is important.	9.1 Explain how to investigate and identify the cause of an accident.		
	9.2 Give 3 benefits from carrying out investigations into the causes of accidents.		

Assessor comments/feedback

D/503/5082	Understanding how to manage Print Finishing Machines	Level 3	5 Credits
PTC016			

The aim of this unit is to provide the learner with the knowledge and skills to be able to manage the operation and quality of output for print finishing machines and their maintenance needs.
Candidates will need to be aware of the range of quality checks used in the Organisation, and also the recording of relevant information. Candidates must also demonstrate how to give instructions on processes to colleagues.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know how to manage print finishing machines.	1.1 Describe the principles of the process being managed.			
	1.2 Explain the different types of resource, including labour, materials, machinery required to carry out the work.			
	1.3 Explain the relationship between resource usage and profitability.			
	1.4 Explain the importance of maximising productivity and how to do this.			
	1.5 Explain how to identify maintenance schedules and needs and how to liaise with relevant colleagues to ensure output is maintained to the required standard and rate.			
2. Know how to maintain equipment in working order.	2.1 Describe the principal activities involved with machine cleaning, lubrication and maintenance to include: • Roles and responsibilities for cleaning, lubrication and maintenance • The choice and use of suitable cleaning agents and lubricants • The maintenance plans for equipment • When and how to start up and shut down equipment for maintenance and cleaning			
	2.2 Describe how the following could affect the maintenance of equipment: • Tools • Materials • Production requirement • Lack of skills or training • Sources of information			
	2.3 List consumables that are likely to require periodic replacement.			
	2.4 Identify 3 machine parts that may require replacing.			
	2.5 Explain the Company policies and processes on the availability of parts and consumables.			
3. Know how to identify, correct and record machine faults.	3.1 Describe 3 faults that should be able to be corrected without summoning external assistance. Give one example each of a problem that could: • Affect the quality of output • Reduce the rate of output • Affect Health and Safety			
	3.2 Explain the likely causes of the faults identified and explain how to correct them including the tools, equipment and PPE required.			
	3.3 Explain the Company procedures on reporting faults which fall outside their area of responsibility/ capability and the importance of following procedures.			

D/503/5082 PTC016	Understanding how to manage Print Finishing Machines (continued)	Level 3	5 Credits
	3.4 Explain how to assess the estimated time it will take to rectify faults and the Company procedures on informing the relevant people.		
	3.5 Explain how and why to record the details of machine faults and production down-time following Company procedures.		
4. Know how to monitor the quality of output from print finishing machines.	4.1 Explain the Company procedures for monitoring the quality of output, to include: • Frequency • Type of checks • Viewing conditions • Quality control aids/devices • Acceptable tolerances/variation		
	4.2 Describe the purpose of achieving an approved copy.		
	4.3 Identify the items on the product to be monitored during production output.		
	4.4 Describe 3 methods used to monitor the standard of output achieved.		
	4.5 Describe the Company procedures for the removal of waste.		
	4.6 Explain the reason for maintaining performance records, for example: • Machine make-ready • Running speeds • Production time • Downtime in production		
5. Understand substrates and how they interact in relation to paper and board.	5.1 Describe the considerations when handling paper and board.		
	5.2 Explain what is meant by grain direction and the methods used to identify it.		
	5.3 Explain how grain direction can have an effect on: • The printability of the substrate • The finished product		
	5.4 Describe the effect of humidity and temperature on paper and board.		
	5.5 Describe the term 'conditioning'.		
	5.6 Explain dimensional stability and the effects on print register.		
	5.7 Describe the physical properties: • Smoothness • Whiteness • Porosity • Wet strength • Absorbency • Fibres and fibre properties of paper and board		
	5.8 Explain the visual/optical properties: • Colour • Gloss • Opacity of paper and board		

D/503/5082 PTC016	Understanding how to manage Print Finishing Machines (continued)	Level 3	5 Credits
	5.10 Explain 4 testing techniques carried out on paper and/or board during manufacture.		
	5.11 Describe 3 types of paper and 2 types of board used and typical end uses of each type.		
	5.12 Explain the following terms used to identify paper/envelope sizes, giving 3 examples of a size used in each system: • RA and SRA sizes • A, B and C series		
	5.13 Explain the systems used to identify: • “Weight” of paper/board • Thickness of paper/board		
	5.14 Describe the processes used in the recycling and de-inking of paper and board.		
6. Know how to ensure job instructions/handovers to colleagues are completed to minimise problems.	6.1 Explain the information a colleague will require when taking over production/output.		
	6.2 Explain the methods available for giving clear instructions to colleagues regarding their responsibility in the operation of the print finishing machinery.		
	6.3 Explain the checks to make to ensure the instructions have been understood and followed.		
7. Know how to ensure Company procedures are followed for communicating production information.	7.1 Explain the Company administrative procedures, for example: • Scheduling • Recording and reporting • Product labelling • Reporting faults and production downtime		

Assessor comments/feedback

K/503/5084	Understanding how to manage Print Machines	Level 3	5 Credits
PTC015			

The aim of this unit is to provide the learner with the knowledge and skills to be able to manage the operation and quality of output for printing machines such as: sheet-fed multi-unit lithographic printing machines, wide-web printing machinery and narrow-web printing machinery. Candidates will need to be aware of the range of quality checks used in the Organisation, and also the recording of relevant information. Candidates must also demonstrate how to give instructions on processes to colleagues.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know how to manage print production machines.	1.1 Describe the principles of the process being managed.			
	1.2 Explain the different types of resource, including labour, materials, machinery required to carry out the work.			
	1.3 Explain the relationship between resource usage and profitability.			
	1.4 Explain the importance of maximising productivity and how to do this.			
	1.5 Explain how to identify maintenance schedules and needs and how to liaise with relevant colleagues to ensure output is maintained to the required standard and rate.			
2. Know how to maintain equipment in working order.	2.1 Describe the principal activities involved with machine cleaning, lubrication and maintenance, to include: • Roles and responsibilities for cleaning, lubrication and maintenance • The choice and use of suitable cleaning agents and lubricants • The maintenance plans for equipment • When and how to start up and shut down equipment for maintenance and cleaning			
	2.2 Describe how the following could affect the maintenance of equipment: • Tools • Materials • Production requirement • Lack of skills or training • Sources of information			
	2.3 List consumables that are likely to require periodic replacement.			
	2.4 Identify 3 machine parts that may require replacing.			
	2.5 Explain the Company policies and processes on the availability of parts and consumables.			
3. Know how to identify, correct and record machine faults.	3.1 Describe 3 faults that should be able to be corrected without summoning external assistance. Give one example each of a problem that could: • Affect the quality of the image • Reduce the rate of output • Affect Health and Safety			
	3.2 Explain the likely causes of the faults identified and explain how to correct them including the tools, equipment and PPE required.			
	3.3 Explain the Company procedures on reporting faults which fall outside their area of responsibility/ capability and the importance of following procedures.			
	3.4 Explain how to assess the estimated time it will take to rectify faults and the Company procedures on informing the relevant people.			

K/503/5084	Understanding how to manage Print Machines (continued)	Level 3	5 Credits
PTC015			
	3.5 Explain how and why to record the details of machine faults and production down-time following Company procedures.		
4. Know how to monitor the quality of output from print production machines.	4.1 Explain the Company procedures for monitoring the quality of output, to include: • Frequency • Type of checks • Viewing conditions • Quality control aids/devices • Acceptable tolerances/variation		
	4.2 Describe the purpose of achieving an approved copy.		
	4.3 Identify the items on the product to be monitored during production output.		
	4.4 Describe the quality control aids located on the printed copy to aid in the monitoring of production.		
	4.5 Describe 3 methods used to monitor the standard of output achieved.		
	4.6 Explain why it is important to clearly identify both good and bad copy on completion of the run.		
	4.7 Describe the Company procedures for the removal of waste.		
	4.8 Explain the reason for maintaining performance records, for example: • Machine make-ready • Running speeds • Production time • Downtime in production		
5. Understand the differences between “in line” and “off line” processes.	5.1 Explain the meaning of “in line” and “off line” processes.		
	5.2 Explain the possible benefits and disadvantages of in line processes.		
	5.3 Explain the possible benefits and disadvantages of off line processes.		
6. Understand the inks and ink drying equipment used in the print industry.	6.1 Describe the types and characteristics of inks and coatings.		
	6.2 Explain the operation of 2 of the following pieces of equipment: • Ink weighing and checking equipment • Viewing equipment • Spectrophotometers		
	6.3 Explain three common problems with inks and coatings, and their likely causes.		
	6.4 Explain the Company procedure for recording and reporting faults/problems.		
	6.6 List the methods and processes available to dry inks.		
	6.7 Describe how to start up, operate and stop ink drying equipment for: • Normal use • Emergency situation		
	6.8 Explain the Company procedure for the safe removal of waste from ink drying equipment.		

K/503/5084	Understanding how to manage Print Machines (continued)	Level 3	5 Credits
PTC015			
7. Know the substrates commonly used for printed products.	7.1 List 7 substrates that are used for printed products.		
	7.2 Give 2 examples of products typically produced using each substrate.		
	7.3 Name the print processes commonly used on each substrate.		
	7.4 Explain what factors can dictate the choice of substrate.		
	7.5 Describe the effect of humidity and temperature on substrates.		
8. Know how to ensure job instructions/handovers to colleagues are completed to minimise problems.	8.1 Explain the information a colleague will require when taking over production/output.		
	8.2 Explain the methods available for giving clear instructions to colleagues regarding their responsibility in the operation of the print machinery.		
	8.3 Explain the checks to make to ensure the instructions have been understood and followed.		
9. Know how to ensure Company procedures are followed for communicating production information.	9.1 Explain the Company administrative procedures, for example: • Scheduling • Recording and reporting • Product labelling • Reporting faults and production downtime		

Assessor comments/feedback

R/503/5080	Understanding Digital Printing	Level 3	5 Credits
PTC017			

The aim of this unit is to provide the learner with the knowledge and skills to be able to manage the operation and quality of output from digital printing equipment. Candidates will need to be aware of the range of quality checks used in the Organisation, and also the recording of relevant information. Knowledge of the terminology used in digital printing is also covered. Finally candidates must also demonstrate how to give instructions on processes to colleagues.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know how to maintain digital printing machines in working order.	1.1 Explain how to ensure that the manufacturer's instructions for the cleaning and maintenance of the digital printer are followed and completed at the recommended intervals.			
	1.2 Describe why colour calibration and/or colour profiling is undertaken at the required intervals.			
	1.3 List 3 consumable items that require periodic replacement/replenishment.			
2. Know how to manage digital colour printing machines.	2.1 State the requirements for security and storage within their company for: • Computer system security and virus protection – • Print with time-sensitive or restricted release dates – • High value products or print with a high risk of theft • Secure means of archiving digital and conventional artwork			
	2.2 State how to deal with digital files in relation to the following: • File conversion techniques • File compression and decompression techniques • The transmission of digital files • Creating relationship between primary and secondary data			
	2.3 Explain the procedures for: • Planning • Scheduling • Recording and reporting • Product labelling			
	2.4 Explain the purpose of "pre-flight" with regards to digital files and how this is done.			
	2.5 Explain how to deal with a situation where incorrect colour profiles are embedded.			
	2.6 Describe the range of proofs in use and their role in the printing process and the limiting factors.			
	2.7 Explain the types of adjustments that can be made to meet the job specification and the Company quality standards.			
	2.8 Describe 2 faults that can occur in digital printing and how to rectify them, one each that is concerned with: • Printed image • Machine fault			
3. Know how to monitor the quality of output from the digital printing machines.	3.1 Explain the Company procedures for monitoring the quality of output, to include: • Frequency • Type of checks • Viewing conditions • Quality control aids/devices • Acceptable tolerances/variation			

R/503/5080 PTC017	Understanding Digital Printing (continued)	Level 3	5 Credits
	3.2 Explain the purpose of achieving an approved copy.		
	3.3 Identify the items on the product to be monitored during production output.		
	3.4 Describe the quality control aids located on the printed copy to aid in the monitoring of production.		
	3.5 Describe the range of methods available to monitor the standard of output achieved.		
	3.6 Explain why it is important to clearly identify both good and bad copy on completion of the run.		
	3.7 Describe the Company procedures for the removal of waste.		
	3.8 Explain the reason for maintaining performance records, for example: • Machine makeready • Running speeds • Production time • Downtime in production		
4. Know how to control the use of variable data with digital printing machines.	4.1 Explain their understanding of the law as it affects printing in relation to: • Data protection • The printer's imprint		
	4.2 Explain the terminology used within typography, artwork and design to include: • Proof • Layout • Specification • Imposition		
	4.3 Explain the function of mail merge and when it may be beneficial.		
	4.4 Explain how to determine that a file containing print is in the required format.		
	4.5 Explain the possible causes of faults which can cause the following problems: • Variable data being in the wrong place or wrong sequence • Stoppages causing records to be printed twice • Stoppages causing records to be missed		
5. Understand the terminology used in digital printing.	5.1 Explain the meaning of the following: • Ripping • Calibration		
	5.2 Explain the difference between "brightness" and "contrast" in relation to images.		
	5.3 Explain the meaning of image resolution and how this can affect the printed output.		
	5.4 Describe 2 checks that would be made when calibrating a digital press for output.		
6. Know the main issues connected with colour in digital printing.	6.1 Identify the main choices of colour mode for use in digital printing.		
	6.2 State 2 steps that can be taken to reduce the risk of unexpected differences between screen colour and printed colour.		
	6.3 Explain the term "registration".		

R/503/5080	Understanding Digital Printing (continued)	Level 3	5 Credits
PTC017			

	6.4 Explain the meaning of the following terms: • Trapping • Knockout • Overprint • Colour gamut			
7. Know how to ensure job instructions/handovers to colleagues are completed to minimise problems.	7.1 Explain the information a colleague will require when taking over production/output.			
	7.2 Explain the methods available for giving clear instructions to colleagues.			

Assessor comments/feedback

Y/503/5081	Understanding Digital Artwork	Level 3	5 Credits
PTC018			

The aim of this unit is to provide the learner with the knowledge and skills to be able to manage the design and production of digital artwork, and monitor the quality of output from digital printing equipment. Candidates will need to be aware of the range of quality checks used in the organisation, and also the recording of relevant information. Knowledge of the terminology used in digital artwork is also covered.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know the hardware and software available to create digital artwork.	1.1 List the hardware available for producing digital artwork.			
	1.2 Explain the function of each piece of hardware listed.			
	1.3 Describe the use of the following software: • Photo editing • Word processing • Drawing and illustration • Pre-flight software • Page makeup • Colour management software			
	1.4 Explain how to ensure the software and hardware are suitable for use.			
2. Know the attributes and applications of digital fonts and type face.	2.1 Explain the principle difference between “serif” and “sans serif” styles.			
	2.2 Explain the difference between “symmetrical” and “asymmetrical” designs.			
	2.3 State 4 variable characteristics that can be applied to a selected type face.			
	2.4 Explain the meaning of the following in terms of alignment: • Aligned right • Aligned left • Centred • Fully justified			
	2.5 Explain the difference between “postscript” and “true type” fonts.			
	2.6 Describe the implications of transferring text files into a document.			
	2.7 Explain how fonts are affected by copyright.			
3. Know how to interpret the design specifications.	3.1 Explain how to obtain the proposed specification for the artwork and the intended use.			
	3.2 Describe the information required from a design specification to allow for production of artwork.			
	3.3 Explain the factors to consider when choosing the software and hardware to meet the job specification.			
	3.4 Explain how to determine the sequence of tasks to enable efficient production output.			
4. Understand the use of digital images.	4.1 Describe the types of images used in digital artwork and how they can be obtained.			
	4.2 Explain the techniques available for manipulating and enhancing digital images.			
	4.3 List 3 considerations when correcting an image for output.			

Y/503/5081 PTC018	Understanding Digital Artwork (continued)	Level 3	5 Credits
	4.4 Explain how digital artwork and design can be affected by: • Sources of original material, copyright • The relationship between image size, file size and resolution • File formats for digital images • Limitations of the output device for print		
	4.5 Explain the advantages of compressing digital images.		
	4.6 Explain why it is important to establish the correct resolution of digital images.		
	4.7 Describe the influencing factors when selecting the screen ruling of an image for print.		
	4.8 Explain the benefits of “UCR” and “GCR”.		
5. Know how to format artwork for print.	5.1 Describe the principles of design.		
	5.2 Explain the information required to set up a page template.		
	5.3 Describe what to consider when creating a page layout for print.		
	5.4 Explain why it is important to make reference to the imposition.		
	5.5 Describe the use of working in layers when creating artwork for print.		
	5.6 Explain the benefits of working with text boxes when preparing a document for print.		
	5.7 Explain the purpose of pre-flight checks.		
	5.8 List 2 items which could be highlighted during the preflight of a file for print.		
	5.9 Explain the type of information to provide to a customer in respect of limitations of a proof supplied and why this is important.		
	5.10 Describe the advantages of using low resolution PDF files as proofs.		
	5.11 Explain the importance of saving and labelling art work at different stages during production.		
	5.12 Explain the importance of storing and archiving work safely, to include customer supplied material.		
6. Understand the importance of obtaining authorisation and agreement for work.	6.1 Explain why it is important to get auditable approval from a customer before handing the job over to further stages of production.		
	6.2 Explain why it is important customers are made aware of any additional costs likely to be incurred as a result of changes outside the original contract and explain when and how this should be done in line with Company procedures.		
	6.3 Explain the Company procedures for making corrections or amendments required by a customer.		

Y/503/5081 PTC018	Understanding Digital Artwork (continued)	Level 3	5 Credits
7. Know the main issues connected with colour in digital printing.	7.1 Explain the main choices of colour modes in print.		
	7.2 Explain the implications of selecting an incorrect colour mode within a document.		
	7.3 Explain why colour displayed on a monitor may vary from the printed output or proof.		
	7.4 Describe the steps that can be taken to reduce the risk of unexpected differences between screen colour and printed colour.		
	7.5 Explain the meaning of standard viewing conditions.		
	7.6 Describe how lighting conditions can affect the appearance of the colour.		
	7.7 Describe the RGB additive colour theory.		
	7.8 Describe the CMYK subtractive colour theory.		
8. Understand the terminology used in digital artwork.	8.1 Interpret the following: • Fonts • Proof • Layout • Specification • Imposition • Bleed • dpi		
	8.2 Explain the term “registration”.		
	8.3 Explain the meaning of the following terms: • Trapping • Knockout • Overprint • Colour gamut		

Assessor comments/feedback

M/503/5040	Understanding how to promote and monitor Health and Safety in the Print Administration working environment	Level 3	3 Credits
PTC011			

The aims of this unit are to ensure the learner has knowledge and understanding of Health and Safety and communication within the print administration working environment, including hazard awareness and formal risk assessments. The learner will also be required to show an understanding of how to obtain information and promote and monitor changes and updates to Health and Safety matters. Finally there is the need to understand emergency procedures and how to deal with, record and investigate accidents and incidents.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know the Health and Safety acts, regulations and guidelines that apply to the print administration working environment.	1.1 Under the Health and Safety at Work Act 1974, describe: • The employee's primary legal responsibilities • The employer's primary legal responsibilities			
	1.2 Explain how to obtain further accurate information on Health and Safety acts, regulations and guidelines.			
2. Know how to obtain information and keep aware of changes in Health and Safety acts, regulations and guidelines that apply to the print administration working environment.	2.1 Give 3 reasons why it is important to obtain details of changes to Health and Safety related information in the print administration working environment.			
	2.2 Explain 2 ways to obtain information on changes in Health and Safety acts, regulations and guidelines.			
	2.3 Describe 2 methods of obtaining explanations of Health and Safety updates or information.			
3. Know how to implement and monitor changes in Health and Safety practices of others to comply with legislation, regulations and organisational guidelines.	3.1 Explain how to introduce and implement changes in Health and Safety practices of others.			
	3.2 Explain how to monitor the implementation of changes in Health and Safety working practices of others in the glass related working environment.			
4. Know how to carry out a formal assessment of hazards and risks in the print administration working environment.	4.1 Describe the steps in carrying out a formal risk assessment.			
5. Know how to adopt and promote safe working practices.	5.1 Explain the risks from working with computers and how to minimise these risks.			
	5.2 Explain where information can be found for the operation of the equipment used in their job role.			
	5.3 Give 3 examples of ways that safe working procedures can be promoted to others in the print administration working environment.			
6. Understand how to minimise risks when entering the print production area.	6.1 Give 3 examples of risks or hazards that can occur when entering the print production area.			
	6.2 Explain how to keep the risks to a minimum.			
7. Know what to do in the event of accidents and emergencies.	7.1 Describe the Company procedures to follow in the case of an accident.			
	7.2 Describe the Company procedures to follow in the case of an emergency.			
	7.3 Describe the procedure for evacuating workers and visitors.			
	7.4 Describe the procedure for reporting and recording accidents and emergencies, to include: • Internal accident book/records • Health and Safety Executive or Environmental Health Authority • Reporting and recording accidents under the RIDDOR regulations			

M/503/5040	Understanding how to promote and monitor Health and Safety in the Print Administration working environment (continued)	Level 3	3 Credits
PTC011			

	7.5 List the types and uses of fire extinguishers.			
8. Know how to investigate accidents to identify the cause and why this is important.	8.1 Explain how to investigate and identify the cause of an accident.			
	8.2 Give 3 benefits from carrying out investigations into the causes of accidents.			

Assessor comments/feedback

F/503/4037	Knowledge of Print Administration	Level 2	6 Credits
PTC010			

The aim of this unit is to ensure the person carrying out the administration duties in the print related working environment understands the role, including the duties, systems and relevant legal issues. Also required is knowledge of the roles of others within the Company and an understanding of the benefits of an organised working area and team work.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know the Departments/job roles within the Company and their area of responsibility.	1.1 List the Departments/job roles within the Company.			
	1.2 Explain the responsibilities of each Department/job role.			
2. Understand the role of an administrator.	2.1 Explain the duties of the administrator.			
	2.2 Explain how the role of an administrator links to others in the Company.			
3. Understand the systems used for administration purposes.	3.1 Explain the Company systems and procedures for 3 of the following: • Storing, indexing and maintaining records • Issuing price quotations/estimates • Invoicing • Issuing/obtaining purchase orders/order numbers • Storing customer owned materials			
4. Understand the legal issues that govern working practices in print administration.	4.1 Explain the meaning of the term "Copyright".			
	4.2 Explain the principal purpose of the Data Protection Act.			
	4.3 Explain the information that may be obtained as part of their job role that is covered by the Data Protection Act.			
	4.4 Explain how to keep information obtained in a way that complies with the Data Protection Act.			
5. Understand the communication and IT systems and procedures used within their area of responsibility.	5.1 Explain the Company guidelines for communicating with customers in 3 of the following ways, to include how to make initial contact: • Face to face • By telephone • By email • By letter • By fax			
	5.2 Explain how to check that virus software is up-to-date and functioning correctly on their computer, why this is important and what to do if there is a problem.			
6. Know why good working relationships with colleagues are important and how barriers to this can be overcome.	6.1 Explain why good working relationships are important.			
	6.2 Give 3 examples of problems in developing and maintaining good working relationships with colleagues and suggest solutions.			
7. Understand the importance of an organised work area.	7.1 Explain how an organised work area can improve performance.			

Assessor comments/feedback

Notes

Notes



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