



Summary of the:

GQA LEVEL 3 NVQ DIPLOMA IN PRINT ADMINISTRATION

Qualification Number 600/2808/7 Welsh Qualification Number C00/1244/2

Who is this qualification for?

This qualification is aimed at those who carry out administration work in a print working environment. This qualification is at Level 3, although some units may be at different levels. Level 3 qualifications are primarily aimed at those who are fully trained and experienced in a wide range of roles that may involve decision making, quality checks, and making contributions to improvements in working practices and procedures.

Candidates should require minimum supervision in undertaking the job and may also take on a supervisory role, particularly in relation to less-experienced colleagues. They will also work closely with customers and have well-developed knowledge of the organisation worked for and the print industry. A further qualification for print administration at Level 2 is also available.

Candidates for this qualification will need to contribute to Company objectives, follow health and safety guidelines and have an understanding of the print activities within the organisation in addition to the specific administration duties involved in their job role.

Due to the wide range of job roles and the diverse nature of organisations in the print industry it is difficult to give a definitive list of job roles the qualification may be appropriate for but Candidates could have jobs entitled:

- Senior Administrator
- Office Supervisor
- Senior Clerk
- Office Manager
- Print Estimator
- Customer Service Manager
- Account Manager
- Production Coordinator

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 a group of 7 mandatory units, which have a total of 26 credits and a number of groups of optional units. Candidates must achieve all of the mandatory units, and the required minimum credits from the chosen pathway – see below for details.

The units are made up of the things those working in these job roles need to know and the tasks they need to be able to do 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 450 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 226

Unit ref	Title	Level	Credit
Mandatory Units			
L/601/9390	Promote and Maintain Health and Safety in a Print Related Working Environment	3	4
PR002			
L/601/9406	Understanding the Print Industry	3	4
PR998			
D/601/9393	Contribute to Improving the Effectiveness of the Print Organisation	3	5
PR999			
R/601/9407	Knowledge of the Organisations Printing Processes and related information	2	4
PR996			
Y/502/8504	Send and Receive Digital Files	2	1
PR124			
F/502/4625	Spreadsheet Software	2	4
SS2			
R/502/4628	Word Processing Software	2	4
WP2			
Optional Units (Optional - Credits: 14 Minimum, 14 Maximum)			
H/503/3835	Review print production costs and prepare invoices	3	3
PR508			

L/500/4586	Choose supplies and suppliers for your business	3	2
L/500/4586			
D/601/2539	Order products and services	3	5
D/601/2539			
K/503/3836	Understanding Internal and External Supply Chains	4	6
PR555			
D/500/7296	Database Software	3	10
D/500/7296			
T/503/3838	Monitor organisational quality systems in printing	3	3
PR522			
J/503/3827	Understanding of the Company Standard Operating Procedures and how to develop them	3	8
GEN007			
F/503/3843	Understand how to Organise The Workplace	4	7
GEN992			
R/503/1692	Produce print estimates from Price Lists	2	3
PR526			
Y/503/3847	Understanding the Environmental Impact of work activities	4	6
PR444			
Y/502/7501	Handling objections, negotiating and closing sales	3	6
Y/502/7501			
Y/503/1693	Maintain and archive print records	2	2
PR527			
R/502/8601	Meeting customers' after sales needs	2	3
R/502/8601			
R/502/7500	Preparing and delivering a sales presentation	3	5
R/502/7500			
R/502/8534	Preflight Digital Files	3	4
PR130			
Costing & Estimating (Pathway - Credits: 5 Minimum, 5 Maximum)			
Y/503/4397	Produce and analyse estimates for print or print services	3	5
PR517			
Production Coordinator (Pathway - Credits: 6 Minimum, 6 Maximum)			
F/503/3860	Plan, schedule and monitor print production	3	6
PR509			
Customer Service (Pathway - Credits: 6 Minimum, 6 Maximum)			
L/503/3862	Understanding and contributing to the achievement of Customer satisfaction	4	6
PR559			

Assessment Guidance

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

Types of evidence:

Evidence of performance and knowledge is required. Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace only, unless indicated under potential sources of evidence (see below). Evidence of knowledge can be demonstrated through performance or by responding to questions.

Quantity of evidence:

Evidence should show that you can meet the requirements of the units in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

Potential sources of evidence:

The main source of evidence for each unit will be observation of the candidate's performance and knowledge demonstrated during the completion of the unit. This can be supplemented by the following types of physical or documentary evidence:

- Accident books/reporting systems
- Training records
- Estimates, quotations, contracts
- Notes and memos
- Customer feedback and communications
- Witness testimonies
- Job bags/work instruction tickets/production records
- Examples of Management Information records
- Use of office equipment
- Emergency procedures, risk assessments, accident reporting systems
- Tutor and employer feedback/reviews
- Photographic evidence
- Professional discussion
- Responses to oral and written questions
- Written narrative

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.

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