



GQA Level 5 Diploma in Print
Operations Management
Qualification Number
610/2929/4

PERSONAL COMPETENCE SUMMARY

Name			Company/Centre			
Job Title			GQA Registration Number			
A minimum of 4 units must be achieved; at least 2 of these must come from Group A, the other 2 units can be selected from the remaining units available						
Group A						
Unit no.	Int Ref no.	Unit title	Level	Credit value	ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence overtime	Date
Y/650/7694	POM 1	Understanding of Supply Chain Management in the Print Industry.	5	30		
A/650/7695	POM 2	Understanding of Planning & Control in Print Manufacturing & Production.	5	30		
D/650/7696	POM 3	Understanding of Procurement Management in the Print Industry.	5	30		
F/650/7697	POM 4	Understanding Operations Management Processes in the supply chain in the Print Industry	5	30		
Group B						
H/650/7698	POM 5	Understanding of Print Industry Warehousing.	5	30		
J/650/7699	POM 6	Understanding Business Development in the Print Industry .	5	30		
T/650/7700	POM 7	Understanding of Quality Management in the Print Industry	5	30		
Y/650/7701	POM 8	Understanding how to manage Innovation in the Print Industry supply chain.	5	30		
A/650/7702	POM 9	Understanding of Print Industry Inventory Management.	5	30		
D/650/7703	POM 10	Understanding Customer Service within the Print working environment.	5	30		
F/650/7704	POM 11	Understanding Environmental Issues in Print Manufacturing.	5	30		

H/650/7705	POM 12	Product Development in Graphic Design and Print	5	30		
J/650/7706	POM 13	Understanding the concept of Graphic design	5	30		

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

Observation in the workplace	☐	Assessment of knowledge	☐
Records of prior experience	☐	Witness statement(s)	☐
Testimonial(s)	☐	Photographic evidence	☐
Work records	☐	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		
Internal Verifier		
EQA		

Introduction to the Qualification

Who is this Qualification for?

The Level 5 Print Operations Management qualification is designed for individuals looking to progress to a senior management role within the print industry. The print operations management qualification will give the individual the opportunity to develop management skills as well as develop knowledge in specific areas of print operations to support career development for professionals and efficiency in operations within the print working environment.

This qualification is at Level 5 and should be taken by those who have the skills, knowledge and opportunity to show Operational Management capabilities.

Individuals must complete a minimum of 4 units, at least 2 of which must be from Group A, the other 2 units can be selected from the remaining units irrespective of the Group. All units have a credit value of 30 credits, so the minimum credit value of the qualification is 120 credits.

Candidates for this qualification will primarily be:

- Carrying out or considering carrying out Senior Management activities in the Print sector

GQA qualifications are made up of units that have a credit value or credits.

The units are made up of the things you need to know and the things you need to be able to do to carry out your job safely and correctly. These are called Learning Outcomes, and all must be met to achieve the unit.

A minimum of 4 units must be achieved; at least 2 of these must come from Group A, the other 2 units can be selected from any of the remaining units irrespective of the group.

Group A				
Unit no.	Int Ref no.	Unit title	Level	Credit value
Y/650/7694	POM 1	Understanding of Supply Chain Management in the Print Industry.	5	30
A/650/7695	POM 2	Understanding of Planning & Control in Print Manufacturing & Production.	5	30
D/650/7696	POM 3	Understanding of Procurement Management in the Print Industry.	5	30
F/650/7697	POM 4	Understanding Operations Management Processes in the supply chain in the Print Industry	5	30
Group B				
H/650/7698	POM 5	Understanding of Print Industry Warehousing.	5	30
J/650/7699	POM 6	Understanding Business Development in the Print Industry .	5	30
T/650/7700	POM 7	Understanding of Quality Management in the Print Industry	5	30

Y/650/7701	POM 8	Understanding how to manage Innovation in the Print Industry supply chain.	5	30
A/650/7702	POM 9	Understanding of Print Industry Inventory Management.	5	30
D/650/7703	POM 10	Understanding Customer Service within the Print working environment.	5	30
F/650/7704	POM 11	Understanding Environmental Issues in Print Manufacturing.	5	30
H/650/7705	POM 12	Product Development in Graphic Design and Print	5	30
J/650/7706	POM 13	Understanding the concept of Graphic design	5	30

Assessment Guidance:

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

Types of evidence:

Evidence must be fully auditable. Evidence of knowledge can be demonstrated through a combination of written responses to questions, oral Q&A sessions, or guided discussions. Verbal evidence should be audio/video recorded and be fully auditable. Practical ability will be evidenced by observation and or video recording of evidence

Quantity of evidence:

Evidence should show that you understand the unit content in sufficient detail and context

Potential sources of evidence:

The candidate will be expected to build a portfolio of evidence showing evidence for each unit. Knowledge evidence could include written answers to questions, projects, assignments, recorded guided discussions and verbal Q&A sessions. This can be supplemented by the following types of physical or documentary evidence:

- Accident book/reporting systems
- Safety records
- Training records
- Audio records
- Job specifications and documentation
- Photo/video evidence
- Work diaries
- Timesheets
- Telephone Logs
- Meeting records
- Delivery Records
- Witness testimonies
- Correspondence with customers
- Notes and memos
- Records of team talks
- Procurement records
- CPD records
- Completed work

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 External Quality Advisor.

GQA Qualification 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 EV'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 performance of what he/she can do, not just what he/she knows. The assessment criteria / qualification requirements are described within the qualification and / or unit of credit itself and can incorporate practical skills and 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. It is not sensible to collect evidence against individual criteria. Nor is it effective. 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:

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

Consistency means that the individual is likely to achieve the standard in their work role, in the different activities defined in the qualification and / or unit of credit over time and range of work. The assessor must judge how long a time period is enough to be confident that the candidate can perform reliably to the standard. Unsupported evidence i.e. based on a single assessment/visit will not normally prove consistency.

Performance evidence

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.

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 can consistently meet the requirements of the qualification and / or unit of credit? 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 cover a number of outcomes. It makes sense to plan evidence collection so that what the candidate does, in the normal course of their job, can be related to different outcomes and units. The activities that clearly link to the qualification and / or unit of credit requirements are the things to concentrate on when planning evidence collection and assessment and when monitoring the candidate's progress. Look for opportunities in the candidate's job when evidence can be collected against a number of units at the same time.

Performance evidence can be:

- Naturally occurring – evidence produced in the normal course of work. Evidence of this sort is usually of high quality and reliable. It is also cost effective to collect naturally occurring evidence

- Taken from previous achievements – the candidate may be able to bring forward evidence from previous work experience to show that they are still competent to the standard.
- Evidence of prior achievement can be used when it can be shown to support a judgment that the candidate can still achieve the standard. So, the assessor must be satisfied that the evidence of prior achievement is sufficiently reliable to justify saying that the candidate is currently competent.
- Simulated – from circumstances specially designed to enable the candidate's performance to be assessed. Simulation is generally not acceptable.
- The exceptions to this are:
 - o Dealing with emergencies
 - o Dealing with accidents
 - o Certain pre-approved real time simulators
 - o Limited other procedures that cannot be practically performed in the workplace, and for which sufficient evidence can be collected through other means.

NB: 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 i.e. it makes sense to look for evidence from sources other than naturally occurring ones, rather than for, say, waiting for the building to burn down. Centres must obtain GQA EQA approval prior to the use of simulation.

Knowledge evidence

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.

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

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 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.....

Title:	Understanding of Supply Chain Management in the Print Industry						
GQA ref	POM1	Level	5	Credit value	30	GLH	62
Regulatory ref	Y/650/7694						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote supply chain management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to supply chain management related information and evaluate related information						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria The learner can:				Evidence location	
1. Understand effective management control.		1.1 Define supply chain management					
		1.2 Define supply chain risks and strengths					
		1.3 Explain how effective supply chain management can provide competitive advantage.					
2. Understand physical product and Information flows.		2.1 Describe typical product and information flows,					
		2.2 Explain how to identify supply chain objectives					
		2.3 Explain the benefits of supply chain integration within the print working environment					
3. Understand why a supply chain may not function correctly.		3.1 Explain the following: • barriers and risks • forecast methods • supply chain drivers • strategic fit • benchmarking					
4. Understand strategic and operational planning.		4.1 Explain the importance of the following: • supply chain planning decisions • operations strategy • supply chain improvements • ISO9001 quality management standards					
5. Understand the impact of technology on supply chains		5.1 Explain technology advances in: • supply chain data processing systems • improvements towards agility • information systems infrastructure and communication				•	

Title:	Understanding of Planning Control in Print Manufacturing & Production						
GQA ref	POM2	Level	5	Credit value	30	GLH	62
Regulatory ref	A/650/7695						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote manufacturing and production management and keep knowledge of related matters current, including effective planning and control. The learner is also required to understand how to implement and monitor changes to control in manufacturing management related information and evaluate related information						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand production planning.		1.1 Explain the principles of the following: • sales and operational planning • demand management programme • print production schedule • materials requirement planning • production control • materials management, profitability, and productivity • production in the supply chain • customer service					
2. Understand sales, planning and forecasting.		2.1 Explain the principles of: • budgeting methods • predicting demand • demand management					
3. Understand master scheduling terminology.		3.1 Define: • master production scheduling, • capacity planning • materials requirement planning • print production control.					
4. Understand the development of manufacturing and control systems.		4.1 Explain: • planning principles • production planning systems					
5. Understand how to improve planning performance		5.1 Explain how the following can be used to improve performance: • benchmarking • quality • total quality management systems • planning performance objectives • production planning and control • performance measures					

Title:	Understanding of Procurement Management in the Print Industry						
GQA ref	POM3	Level	5	Credit value	30	GLH	62
Regulatory ref	D/650/7696						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote procurement management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to procurement management related information and evaluate related information						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand the key roles of management in procurement activities		1.1 Explain the following: • purchasing management • market analysis • stakeholder analysis					
2. Understand the impact of legislation on procurement practices.		2.1 Explain the principles of the terms “breach of contract” and “consumer law”.					
		2.2 Explain how these can impact an organisation.					
3. Understand how to manage working relationships with print suppliers.		3.1 Explain the principles of the following: • supplier risk management • supplier appraisal • risk and barriers in supplier relationships.					
4. Understand effective negotiating skills.		4.1 Explain tools and techniques for effective negotiating, supplier management.					

Title:	Understanding of Operations Management Processes in the Supply Chain in the Print Industry							
GQA ref	POM4	Level	5	Credit value	30	GLH	62	
Regulatory ref	F/650/7697							
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote supply chain management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to supply chain management related information and evaluate related information.							
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.							
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>					Evidence location	
1. Understand operations management Inputs and Outputs.		1.1 Define the following: • variety, variation, and visibility • managing operations and operation functions • print performance objectives • planning and control • implementation of business strategy • the operation’s contribution.						
2. Understand operations processing.		2.1 Define the following • operations management • process mapping • materials requirement planning • supply and demand • Outsourcing • process print technologies.						
3. Understand operations management and strategic planning.		3.1 Define the following: • strategic decision • operations strategy • Links between quality, speed, and dependability • performance measurement systems.						
4. Understand operations improvement techniques.		4.1 Define the following: • leadership strategy • focus strategy • performance measurements • performance standards • benchmarking • total quality management • print business excellence.						

5. Understand organisational challenges.	5.1 Define the following and how they can impact an organisation: • social responsibility • environmental responsibility • new print technologies.		
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Title:	Understanding of Print Industry Warehousing						
GQA ref	POM5	Level	5	Credit value	30	GLH	62
Regulatory ref	H/650/7698						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote warehousing management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to warehousing management related information and evaluate related information.						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand the benefits of Warehouse policies		1.1 Explain the benefits to warehousing of the following • clear and defined warehouse policies and procedures • warehouse exit strategy in-house, warehouse exit strategy outsourcing.					
2. Understand the principles of warehousing.		2.1 List types of warehousing within the Print Industry					
		2.2 Explain the following terms and the part they play in effective warehousing activities • storage system design • warehouse layout • materials flow • resource planning • material handling • warehouse personal.					
3. Understand inventory strategy		3.1 Define the following: • Internal supply chain • supply chain management • supply chain measurement • performance evaluation • print quality management • supply chain performance • evaluation management supply • supply chain performance measures • product life cycle • transportation, inventory, and planning control.					
4. Understand the legislation and requirements applicable		4.1 Explain the following and how they apply to the warehouse environment/activities:					

to the warehouse environment	• Health and Safety legislation • risk assessment • manual handling regulations • training • insurance.		
5. Understand technology advances and their impact on warehousing activities	5.1 Explain the technological advances made in or expected in : • warehouse management systems • materials requirement planning • manufacturing resource planning • information communications technology • automated storage and retrieval systems • conveyor systems • barcode technology • inventory reduction.		
6. Understand financial systems used in warehousing	6.1 Explain how the following: can be calculated and/or monitored • budgeting • performance measurement • warehouse costs • performance indicators.		

Title:	Understanding Business Development in the Print Industry							
GQA ref	POM6	Level	5	Credit value	30	GLH	62	
Regulatory ref	J/650/7699							
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of business management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to business management related information and evaluate related information.							
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.							
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>					Evidence location	
1. Understand the scope and range of businesses		1.1 Define the following: • types and purpose of business • trader or sole proprietorship • partnership • corporation • structure of management.						
2. Understand business functions and departments and the part they play		2.1 Explain how the following departments/functions can play a part in the Print Industry: • research and development, • print production • services delivery • business finance • human resource • sales • Information • technical support • quality support • purchasing • advertising • customer service • organisational charts • organisational roles and responsibilities • business planning.						
3. Understand Quality Management Systems		3.1 Define the following and the part they play within a Print business • quality assurance • performance management.						

4. Understand communication techniques	4.1 Explain the following and the part they play in business communication • techniques of communication • corporate communication • communication methods.		
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Title:	Understanding of Quality Management in the Print Industry							
GQA ref	POM7	Level	5	Credit value	30	GLH	62	
Regulatory ref	T/650/7700							
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of quality management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to quality management related information and evaluate related information.							
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.							
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>					Evidence location	
1. Understand the concept of quality management		1.1 Explain what is meant by print quality						
		1.2 Explain the principles and concept of quality management in a print business, including: - the importance of quality within the organisation - quality management tools and techniques						
2 Understand how to embed quality management		2.1 Explain why teamwork is important in quality management						
		2.2 Explain the benefits to quality through training, and development in quality management						
		2.3 Explain how to promote continuous quality improvement within the organisation and why this is important						
3. Understand systems that support quality management.		3.1 Explain the following: - monitoring quality management, - controlling quality management - evaluation of quality standards that support quality management.						

Title:	Understanding how to manage Innovation in the Print Industry supply chain						
GQA ref	POM8	Level	5	Credit value	30	GLH	62
Regulatory ref	Y/650/7701						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of Innovation management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to managing Innovation related information and evaluate related information.						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand why it is important to improve collaboration.		1.1 Explain the importance of modernising all departments/sectors within a supply chain.					
2. Understand how to increase efficiency through innovation.		2.1 Explain technologies that can help the print business growth and improve market share.					
3. Understand how to advance manufacturing capabilities.		3.1 Explain ways to advance print manufacturing capabilities.					

Title:	Understanding of Print Industry Inventory Management							
GQA ref	POM9	Level	5	Credit value	30	GLH	62	
Regulatory ref	A/650/7702							
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of Inventory management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to inventory management related information and evaluate related information.							
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.							
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>					Evidence location	
1. Understand the purpose of inventory management.		1.1 Explain Inventory management and, competitive advantage.						
2. Understand the effect of Inventory management on the supply chain.		2.1 Explain the following and how they can affect inventory management • economic ordering quantity model, • fixed order or continuous review systems • continuous inventory systems • forecasting.						
3. Understand Inventory systems.		3.1 Explain Inventory control systems, including: • contemporary logistics strategies • performance indicators • how they can help to increase operational efficiency and increase customer service satisfaction.						
4. Understand the importance of monitoring print stock levels.		4.1 Explain why it is important to monitor print stock levels						
		4.2 Define the following • Inventory allocation, • material requirements • planning • distribution requirement planning						
5. Understand fixed period and quantity models of inventory management .		5.1 Explain how to plan inventory requirements, including: • Forecasting • fixed order or continuous review systems • economic ordering quantity.						

Title:	Understanding Customer Service within the Print working environment						
GQA ref	POM10	Level	5	Credit value	30	GLH	62
Regulatory ref	D/650/7703						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of customer service and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to customer service-related information and evaluate related information.						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand how to manage customer relationships.		1.1 Explain customer relationship management, to include - customer service strategies - customer service levels.					
2. Understand the importance of a customer focussed approach		2.1 Explain customer care and the importance of , improving service delivery					
		2.2 Explain when this may require culture change					
3. Understand the importance of customer satisfaction.		3.1 Explain the meaning of assessing print customer satisfaction.					
		3.2 Explain why it is important to collect and assess customer feedback					
4. Understand how to manage customer complaints.		4.1 Explain the Organisations current practices for handling complaints					
		4.2 Explain how complaint handling can impact on , customer loyalty					

Title:	Understanding Environmental Issues in Print Manufacturing						
GQA ref	POM11	Level	5	Credit value	30	GLH	62
Regulatory ref	F/650/7704						
Unit aims	The aim of this unit is providing the learner with the knowledge and skills to be able to promote types and purpose of environmental management and keep knowledge of related matters current, including effective management and control. The learner is also required to understand how to implement and monitor changes to environmental issues related information and evaluate related information.						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Understand the factors that can influence environmental issues.		1.1 Explain the importance of environmental policies within a print organisation and the advantages of clear policies					
		1.2 Explain how environmental issues can impact on an organisation’s KPIs.					
2. Understand the impact environmental matters can have on infrastructure and equipment		2.1 Explain how environmental matters can impact on Infrastructure and equipment requirements					
		2.2. Explain the importance of complying with Environmental legislation and requirements					
3. Understand the importance of monitoring and controlling the impact of print manufacturing on the environment.		3.1 Explain the following from an environmental viewpoint: - the importance of monitoring - best practice workplace techniques to monitor benefits of effective operational performance.					

Title:	Product Development in Graphic Design and Print						
GQA ref	POM12	Level	5	Credit value	30	GLH	62
Regulatory ref	H/650/7705						
Unit aims	Product Development in Graphic Design and Print The aim of this unit is to provide the learner with the knowledge and skills to be able to promote and maintain product development and keep knowledge of related matters current to the printed product.						
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.						
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>				Evidence location	
1. Research graphic design and typography for printed products.		1.1 Analyse the use of graphic design.					
		1.2 Analyse the use of typography in graphic design.					
		1.3 Analyse the use of colour in graphic design.					
		1.4 Analyse the use of grid systems in graphic design					
		1.5 Analyse the use of graphic design software and hardware					
2. Design layouts, create ideas and produce a feasibility study for printed products		2.1 Determine a client’s requirements					
		2.2 Develop a feasibility study for the graphic design and print project					
		2.3 Develop ideas for a graphic design project					
		2.4 Develop a grid system for a graphic design project					
3. Create a product and present the solution		3.1 Use a range of graphic design software and hardware					
		3.2 Produce a printed product					
		3.3 Write an evaluation on the graphic design and print concept					
		3.4 Be able to produce files for the graphic design project					

Title:	The Concept of Graphic Design							
GQA ref	POM 13	Level	5	Credit value	30	GLH	62	
Regulatory ref	J/650/7706							
Unit aims	The aim of this unit is to provide the learner with the knowledge and skills to be able to promote and maintain the concept in graphic design and keep knowledge of related matters current. The learner is also required to understand how to generate ideas for printed material.							
Assessment guidance	Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. All criteria must be assessed, and evidence must be auditable.							
Learning outcomes <i>The learner will be able to:</i>		Assessment criteria <i>The learner can:</i>					Evidence location	
1. Understand the concept in graphic design.		1.1 Create a creative brief for the project						
		1.2 Research graphic design projects						
		1.3 Develop the use of graphic design software and hardware.						
2. Develop a concept in graphic design.		2.1 Create a creative brief for the project.						
		2.2 Use a range of graphic design software and hardware.						
		2.3 Create a style range or develop a concept design.						
		2.4 Create graphics or typography design using graphic design software.						
3. Produce the concept in graphic design and present the solution.		3.1 Produce a printed product						
		3.2 Write an evaluation on the graphic design and print concept						
		3.3 Be able to produce files for the graphic design project.						
		3.4 Create a presentation to demonstrate the project						

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