



Australian Government

Department of Education, Employment and Workplace Relations

ICPKN318C Apply knowledge and requirements of mail house operations

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to working in or deal with a mail house; that is, a working knowledge of related areas and a detailed knowledge of specific mailing, labelling and dispatching areas. It facilitates technical communication and the ability to work as a team member.
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Application of the Unit

Application of the unit	<p>This unit covers preparation of a person working in or dealing with a mail house and underpins all mail house units of competency packaged in the ICP31005 Certificate III in Printing and Graphic Arts (Mail House).</p> <p>Workers with the ICP31005 Certificate III in Printing and Graphic Arts (Mail House) are likely to acquire most of this knowledge in production units.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains Employability Skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Apply knowledge of printing industry	1.1. Printing industry terminology and vocabulary are used correctly and accurately 1.2. New technology and new work processes are monitored and implemented when required 1.3. Trends within the printing industry are monitored on an ongoing basis to inform personal work practices 1.4. Job requirements and alterations are discussed with and understood by tradespersons, supervisors, production managers and clients
2. Apply knowledge of government acts, regulations and codes of practice	2.1. Basic principles and obligations involved in copyright, OHS, environmental protection, access and equity and industrial awards are understood in relation to the workplace 2.2. The basic principles and obligations involved in copyright, OHS, environmental protection, access and equity and industrial awards are followed in personal work practices 2.3. Codes of practice and responsibilities regarding both paper and electronic-based products and services and direct marketing are understood and applied in personal work practices 2.4. Legislative requirements regarding the storage of data, addressing, ownership of lists, intellectual copyright, privacy and confidentiality of information are understood and applied in personal work practices 2.5. Mail house responsibilities in regard to the public, clients, suppliers and employees are understood and applied in personal work practices
3. Apply knowledge of postal standards and requirements	3.1. Limitations on size, weight and content of postal items are understood and applied in processing mail and/or parcels 3.2. Australia Post Post Standards and Letter Pre-Sorting Standards are understood and used to inform workflow processes 3.3. Packaging requirements for a range of products are understood and applied
4. Identify enterprise processes and procedures	4.1. The importance of digital printing systems including inkjet, laser and offset technologies in the mail house centre are understood 4.2. Digital data customisation is understood and is used

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	<p>to inform quality checks</p> <p>4.3. Advantages and applications of digital printing within a mail house are understood</p> <p>4.4. In-line processes associated with digital printing systems are understood and used to inform work processes</p> <p>4.5. The process and applications of bar coding as applied to mail house operations and services are understood</p>
<p>5. Apply knowledge of computerised systems and associated software as used in mail house sector</p>	<p>5.1. A variety of computer driven equipment as used in typical mail house operations is understood and used where appropriate</p> <p>5.2. Computer driven bar code, sorting, tagging and reading systems are understood and applied in the workplace where appropriate</p> <p>5.3. Data management and processing systems and software are understood</p> <p>5.4. Computerised document management, design and reading systems and software are understood</p> <p>5.5. Computerised market research and listing services and associated software are understood</p> <p>5.6. Recent developments in electronic mailing and new applications of this technology are understood</p>
<p>6. Apply a knowledge of pre-press, printing, converting and finishing sectors and processes</p>	<p>6.1. The principles and functions of image production (typesetting, scanning, camera), image combining (manual and electronic), image output (film, plates, direct to press) and digital workflow are understood and used to inform production processes where appropriate</p> <p>6.2. Pre-press functions including image classification (type, line, tone), output settings (screen rulings and angles) and output devices (film setter, plate maker, proofer) are understood and used to inform production processes where appropriate</p> <p>6.3. Conventional printing processes are understood and used to inform production processes where appropriate</p> <p>6.4. The most suitable printing process for a variety of jobs and products, taking into account cost, quality and end user requirements is understood and used to inform decisions about printing processes where appropriate</p> <p>6.5. Capabilities and limitations of each printing process</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>are understood and used to inform decisions about printing processes where appropriate</p> <p>6.6. Basic principles and characteristics of a variety of converting and finishing operations including guillotining, collating, folding, inserting and fastening are understood and used to inform production processes where appropriate</p> <p>6.7. Terminology suited to those working in mail house, printing and related industries is understood and applied in the workplace</p>
7. Apply knowledge of substrates, inks, toners and coatings	<p>7.1. Substrates used for each printing process and the properties that make them suitable are understood and used to inform production processes where appropriate</p> <p>7.2. The IPS system, its basis and the relationship of different paper sizes are understood and used to inform production processes where appropriate</p> <p>7.3. Different weights, callipers and finishes of substrates and how they affect mailing and converting and finishing operations are understood and used to inform production processes where appropriate</p> <p>7.4. Paper grain and how it affects pre-press, printing, finishing and mailing operations are understood and used to inform production processes where appropriate</p> <p>7.5. Ink characteristics including drying properties, fastness, gloss, opacity, tack and scuff resistance, and their effect on printing, finishing and end user requirements are understood and used to inform production processes where appropriate</p> <p>7.6. Desirable qualities for inks, toners and coatings to ensure suitability for substrate, finishing operations and end user requirements are understood and used to inform production processes where appropriate</p>
8. Apply knowledge of costs of production	<p>8.1. The main cost elements (fixed, capital and variable) in converting and finishing production are understood and applied in the workplace</p> <p>8.2. The information required to accurately cost jobs and the means of collecting it (manual and computerised) are understood and applied in the workplace</p> <p>8.3. Ways of minimising use of materials without affecting the quality of output are understood and applied in the workplace</p>

ELEMENT	PERFORMANCE CRITERIA
	8.4. Ways of maximising efficiency of capital and human resources are understood and applied in the workplace
9. Apply knowledge of production management requirements and systems	<p>9.1. The types of information that need to be exchanged between different stages of production to facilitate production efficiency are understood and applied in the workplace</p> <p>9.2. Systems (manual and computerised) that can be used to exchange information are understood and applied in the workplace</p> <p>9.3. The basic principles of efficient production management are understood and applied in the workplace</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- OHS in relation to operating machinery such as safely switching off machinery before cleaning is started
- communication of ideas and information by accurately using mail house, postal and printing industry terminology and vocabulary
- collecting, analysing and organising information by understanding and applying computer driven bar code, sorting, tagging and reading systems in the workplace
- planning and organising activities by understanding and applying ways of minimising material use in the workplace without affecting the quality of output
- teamwork when understanding and applying the basic principles of efficient production management in the workplace in association with others
- mathematical ideas and techniques by understanding and applying the information required to accurately cost jobs
- problem-solving skills by adopting the most suitable printing process taking account of cost, quality and client needs
- use of technology by understanding and using pre-press functions to inform production processes

Required knowledge

- unit underpins all Certificate III level mail house units of competency

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • assessor must be satisfied that sufficient knowledge and understanding of mail house operations and related production processes (as outlined in each Element) have been demonstrated so that job procedures, requirements and modifications can be intelligently discussed in some detail with a tradesperson or other skilled worker, production manager or client • successful assessment of Certificate III level mail house units of competency • evidence for assessment may be gathered from assessment of the unit of competency alone or through an integrated assessment activity.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • assessment may take place on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Level of knowledge</i> may include:	<ul style="list-style-type: none"> knowledge required to intelligently discuss job procedures, requirements and modifications with a tradesperson, production manager or client.
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Unit Sector(s)

Unit sector	
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Competency field

Competency field	Holistic Knowledge
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Co-requisite units

Co-requisite units		