Australian Government

Department of Education, Employment and Workplace Relations

ICPPR386A Troubleshoot digital media

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICPPR386A Troubleshoot digital media

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to problem solve failed digital media processes and products. It includes logical systematic analysis to determine the source of a problem so it can be solved.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	The unit requires the application of troubleshooting techniques to solve problems in relation to digital media, for individuals working in the digital sector.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify substandard process performance	1.1. Operation of **printing device** is determined to manufacturer's specifications
	1.2. Outputs are identified as consistent with normal operation by comparison to proofs, dummy copies or samples
	1.3. Signs of equipment degradation and impending failure are identified and appropriate follow-up action is taken according to **workplace procedures**
	1.4. Equipment outputs are inspected to determine nature of the problem
	1.5. Nature of substandard performance is defined and reported
2. Identify causes of substandard performance	2.1. Causes of substandard performance are identified using a **process for investigation**
	2.2. Records are reviewed to ensure that device had been maintained according to manufacturer's specifications
	2.3. Calibration records are reviewed to ensure system is within calibration
	2.4. Appropriate test procedure, **materials** and equipment are verified
	2.5. Performance tests are conducted as appropriate to investigation
	2.6. Equipment and/or testing variables are analysed to develop list of possible causes of substandard performance
	2.7. Causes or substandard performance are isolated using the process for investigation
3. Propose corrective action	3.1. Corrective action is proposed and trialled based on investigation
	3.2. Trial data is monitored to ensure outputs are consistent with normal operation
	3.3. Trial results are reviewed to confirm validity of corrective action
	3.4. Workplace records are maintained as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- occupational health and safety (OHS) skills for operating machinery, such as safely switching off machinery before cleaning is started
- communication skills for expressing ideas and information by interpreting job tickets and requirements
- collecting, analysing and organising skills for collecting and assessing data about how machine specifications affect substrate performance
- literacy skills sufficient to prepare reports, briefing notes and complete workplace documentation
- planning and organising skills for testing the performance of different substrates on output devices
- teamwork skills for maintaining the production process in association with other workers
- numeracy skills for using densitometry when calibrating for different substrates
- problem-solving skills for recognising performance faults and determining adjustments to correct them
- technical skills for using a range of printing devices

Required knowledge

- relevance and location of machine manuals, safety and other documentation and the information included in these documents
- location of other sources of information
- output devices expected for printing performance on a particular substrate
- how the same substrate can perform differently on various output devices
- how moisture can affect print quality
- correct storage procedures for substrates
- different printing defects that can be cause by lack of calibration
- problem-solving methodologies, including empirical, Ishikawa and brainstorming
- research techniques
- online forums and networks

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: - identify substandard printing performance and apply corrective solutions - find and use information relevant to the task from a variety of information sources.
Context of and specific resources for assessment	Assessment must ensure: - that conditions are typical ambient conditions found in the workplace - access to relevant facilities, equipment and materials used for digital printing, such as full-colour production, digital presses or wide format printers - use of culturally appropriate processes and techniques appropriate to the language and literacy capacity of learners and the work being performed.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct questioning combined with review of portfolios of evidence - third party workplace reports of on-the-job performance by the candidate - practical demonstration by the candidate in applying troubleshooting techniques to solve problems in relation to digital media.
Guidance information for assessment	Holistic assessment with other digital production units relevant to the workplace and job role is recommended, such as: ICPPR392A Set up and produce specialised digital print. For valid and reliable assessment of this unit, evidence should be gathered over a period of time through a range of methods for assessment to indicate consistent

EVIDENCE GUIDE	
	performances.

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.	

Printing devices may include:	• non-impact printing machines, including:
	   • inkjet
	   • laser
	   • wide format with computerised monitoring and/or control.

Workplace procedures may include:	• notifying the supervisor • notifying the maintenance department • contacting the equipment supplier manufacturer.
Process for investigation may include:	• empirical • diagnostic investigation using manuals and service calls.

Materials may include:	• range of print media and paper, such as:
	   • coated
	   • uncoated
	   • card
	   • canvases
	   • vinyl and plastic.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Printing

Co-requisite units

Co-requisite units		