



Australian Government

ICPKNW318 Apply knowledge and requirements of mail house operations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Application

This unit describes the, skills and knowledge required to work in or deal with a mail house, including a detailed knowledge of specific mailing, labelling and dispatching areas.

It applies to individuals working in or dealing with a mail house and who can work as part of a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Holistic knowledge

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Apply knowledge of printing industry	1.1 Printing industry terminology and vocabulary are used correctly 1.2 New technology and new work processes are monitored and implemented when required 1.3 Trends within printing industry are monitored, on an ongoing basis, to inform personal work practices 1.4 Job requirements and alterations are discussed with and applied by tradespersons, supervisors, production managers and clients
2. Apply knowledge of government Acts, regulations and codes of	2.1 Basic principles and obligations involved in copyright, work health and safety (WHS), environmental protection, access and

ELEMENT	PERFORMANCE CRITERIA
practice	equity, and industrial awards are applied 2.2 Codes of practice and responsibilities regarding both paper and electronic-based products and services, and direct marketing, are applied in personal work practices 2.3 Legislative requirements regarding storage of data, addressing, ownership of lists, intellectual copyright, privacy and confidentiality of information are applied in personal work practices 2.4 Mail house responsibilities in regard to public, clients, suppliers and employees are adhered to in personal work practices
3. Apply knowledge of postal standards and requirements	3.1 Limitations on size, weight and content of postal items are applied in processing mail and/or parcels 3.2 Australia Post, Post Standards and Letter Pre-Sorting Standards are used to inform workflow processes 3.3 Packaging requirements for a range of products are adhered to
4. Identify enterprise processes and procedures	4.1 Importance of digital printing systems including inkjet, laser and offset technologies in mail house centre are investigated 4.2 Digital data customisation is used to inform quality checks 4.3 Advantages and applications of digital printing within mail house are analysed 4.4 In-line processes associated with digital printing systems are identified and used to inform work processes 4.5 Process and applications of bar coding as applied to mail house operations and services are identified
5. Apply knowledge of computerised systems and associated software as used in mail house sector	5.1 Variety of computer driven equipment typical in mail house operations is used where appropriate 5.2 Computer driven bar code, sorting, tagging and reading systems are applied in workplace where appropriate 5.3 Data management and processing systems and software are used where appropriate 5.4 Computerised document management, design and reading systems and software are used where appropriate 5.5 Computerised market research and listing services and associated software are used where appropriate 5.6 Recent developments in electronic mailing and new applications of this technology are investigated

ELEMENT	PERFORMANCE CRITERIA
6. Apply knowledge of pre-press, printing, converting and finishing sectors and processes	6.1 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 used to inform production processes where appropriate 6.2 Pre-press functions including image classification (type, line, tone), output settings (screen rulings, angles) and output devices (film setter, plate maker, proofer) are identified and used to inform production processes where appropriate 6.3 Conventional printing processes are used to inform production processes where appropriate 6.4 Most suitable printing process for variety of jobs and products, taking into account cost, quality and end user requirements, is identified and used to inform decisions about printing processes where appropriate 6.5 Capabilities and limitations of each printing process are investigated and used to inform decisions about printing processes where appropriate 6.6 Basic principles and characteristics of a variety of converting and finishing operations (guillotining, collating, folding, inserting, fastening) are understood and used to inform production processes where appropriate 6.7 Terminology suited to those working in mail house, printing and related industries is applied in workplace
7. Apply knowledge of substrates, inks, toners and coatings	7.1 Substrates used for each printing process and properties that make them suitable are identified and used to inform production processes where appropriate 7.2 International paper sizes (IPS) system, its basis and relationship of different paper sizes are used to inform production processes where appropriate 7.3 Different weights, callipers and finishes of substrates and how they affect mailing and converting and finishing operations are identified and used to inform production processes where appropriate 7.4 Paper grain and how it affects pre-press, printing, finishing and mailing operations are investigated and used to inform production processes where appropriate 7.5 Ink characteristics (drying properties, fastness, gloss, opacity, tack, scuff resistance) and their effect on printing, finishing and end user requirements are investigated and used to inform production processes where appropriate

ELEMENT	PERFORMANCE CRITERIA
	7.6 Desirable qualities for inks, toners and coatings to ensure suitability for substrate, finishing operations and end user requirements are investigated and used to inform production processes where appropriate
8. Apply knowledge of costs of production	8.1 Main cost elements (fixed, capital, variable) in converting and finishing production are applied in workplace 8.2 Information required to accurately cost jobs and means of collecting it (manual and computerised) are investigated and applied in workplace 8.3 Ways of minimising use of materials without affecting quality of output are researched and applied in workplace 8.4 Ways of maximising efficiency of capital and human resources are researched and applied in workplace
9. Apply knowledge of production management requirements and systems	9.1 Types of information that need to be exchanged between different stages of production to facilitate production efficiency are investigated and applied in workplace 9.2 Systems (manual and computerised) that can be used to exchange information are investigated and applied in workplace 9.3 Basic principles of efficient production management are applied in workplace

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 7.2	- Researches and comprehends information in a range of text types from various sources - Recognises and interprets text to establish the job requirements from information contained within relevant procedures and specifications
Oral Communication	1.1, 1.4, 6.7	Participates effectively in spoken interactions using correct technical and enterprise specific vocabulary
Numeracy	8.1-8.4	Interprets and analyses a range of mathematical information that is used in familiar and routine tasks

Navigate the world of work	1.2, 1.3, 2.1-2.5, 3.1-3.3, 5.6, 7.2	• Maintains knowledge of the printing industry required for current role • Complies with standards and legislative requirements • Follows organisational policies and procedures relevant to own role
Interact with others	1.4	• Collaborates and cooperates with others to achieve results in immediate work context
Get the work done	1.2-1.4, 2.1-2.4, 3.1-3.3, 4.1-4.5, 5.1-5.6, 6.1-6.6, 7.1-7.6, 8.1-8.4, 9.1-9.3	• Determines priorities and sequences the steps involved in clearly defined, familiar tasks, and identifies and assembles the resources required • Makes decisions by considering benefits, costs, risks and feasibility from a broad range of perspectives • Recognises the potential of new approaches to enhance work practices • Responds to predictable problems and implements standard or logical solutions related to the role in the immediate work environment • Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPKNW318 Apply knowledge and requirements of mail house operations	ICPKN318C Apply knowledge and requirements of mail house operations	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>

Assessment Requirements for ICPKNW318 Apply knowledge and requirements of mail house operations

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Performance Evidence

Evidence of the ability to:

- use appropriate vocabulary and terminology in written and oral communications with tradespeople, colleagues, management or clients
- apply relevant legislative and workplace requirements when completing tasks
- keep up to date with industry trends
- process and package mail and/or parcels correctly
- investigate and analyse the use of digital printing systems in mail house operations
- investigate and use computer driven equipment and software in a mail house environment
- apply the correct process for a mail house job
- choose appropriate substrate, colour and ink for different jobs
- accurately plan, cost and document a job.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe legislative and enterprise requirements that affect work practice
- explain data management and processing systems and software used
- explain computerised document management, design and reading systems and software used
- explain the limitations on size, weight and content of postal items
- describe the basic principles behind the following pre-press functions:
 - image production (typesetting, scanning, graphic arts camera)
 - image combining (manual and electronic)
 - image output (film, plates, direct to press)
- describe the basic principles of the following printing processes:

- lithography
- relief
- flexography
- gravure
- pad printing
- screen printing
- digital and electronic printing
- explain the importance of digital printing systems including inkjet, laser and offset technologies in the mail house
- describe the substrates used for each printing process and their properties
- explain the international paper sizes (IPS) system, its basis and the relationship of different paper sizes
- describe the basic characteristics of the following converting and finishing processes:
 - guillotining
 - flat-bed and rotary cutting
 - collating
 - folding
 - adhesive
 - mechanical and thermal fastening
- explain the main cost elements in pre-press production
- explain the basic principles of efficient production management.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the printing industry and include access to:

- special purpose tools, equipment and materials
- industry software packages.

Assessors must satisfy NVR/AQTF assessor requirements.

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