



Australian Government

ICPPRN3860 Troubleshoot digital media

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 4.0.

Application

This unit describes the skills and knowledge required to problem solve failed digital media processes and products, involving logical systematic analysis to determine the source of a problem.

It applies to skilled individuals who identify and apply solutions to problems. They may also provide leadership and guidance to others, with some limited responsibility for the output of others.

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

Unit Sector

Printing

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. Identify substandard process performance	1.1 Determine operating conditions of printing device according to manufacturer specifications 1.2 Evaluate outputs 1.3 Identify signs of equipment degradation and impending failure and take action according to enterprise procedures 1.4 Equipment outputs are inspected to determine nature of the problem 1.5 Define and report nature of substandard performance
2. Identify causes of	2.1 Investigate and identify causes of substandard performance

ELEMENT	PERFORMANCE CRITERIA
substandard performance	2.2 Evaluate maintenance records against to manufacturer specifications 2.3 Evaluate calibration records and confirm system meets calibration requirements 2.4 Select test procedures, materials and equipment 2.5 Conduct performance tests as required 2.6 Analyse results and develop list of possible causes of substandard performance 2.7 Investigate, isolate and confirm causes of substandard performance
3. Propose corrective action	3.1 Propose and trial corrective action based on investigation 3.2 Review trial results and confirm success of corrective action 3.3 Complete required production records and enterprise documentation

Foundation Skills

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

Skill	Description
Reading	Identifies and interprets text to establish job requirements
Writing	Enters routine data associated with production processes and enterprise procedures
Numeracy	Interprets and analyses a range of mathematical information that is used in familiar and routine tasks
Self-management	Identifies and follows explicit and implicit protocols and meets expectations associated with own role including knowledge of work health and safety (WHS) requirements
Teamwork	- Cooperates with others as part of familiar routine activities, and contributes to specific activities requiring joint responsibility and accountability - Identifies what to communicate, with whom and how, in routine work situations
Planning and organising	Determines priorities and sequences steps involved in clearly defined, familiar tasks

Problem solving	Identifies and takes responsibility for addressing predictable, and some less predictable, problems in familiar work contexts
Technology	Follows routine procedures for using digital technology by reading data from electronic monitoring and control systems

Unit Mapping Information

Supersedes and is equivalent to ICPPRN386 Troubleshoot digital media.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICPPRN3860 Troubleshoot digital media

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify substandard printing performance for two different jobs and apply solutions according to enterprise procedures and job specifications.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- work health and safety (WHS) risks and requirements for working on a computer for extended periods of time
- output devices required for printing performance on a particular substrate and ways the same substrate can perform differently on various output devices
- common indications of printing equipment failure
- available performance test procedures for the job
- effect of moisture on print quality and the required storage procedures for substrates
- printing defects that can cause mis-calibration
- problem-solving methodologies
- research techniques, online forums and networks that may be required for the job
- manufacturer manuals, enterprise procedures and work health and safety documentation, including their location and purpose.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the printing field of work and include access to:

- special purpose tools, equipment and materials

- printing device.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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