



Australian Government

ICPPRN386 Troubleshoot digital media

Release: 1

ICPPRN386 Troubleshoot digital media

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 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 may set up, operate and monitor equipment and machinery and who may have to prepare material 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 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

ELEMENT	PERFORMANCE CRITERIA
	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 the 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 of 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

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	1.1, 2.2, 2.3, 3.3	Recognises and interprets text to establish job requirements from information contained within relevant procedures and specifications
Writing	1.5, 2.4, 3.4	Enters routine data associated with production processes and enterprise procedures
Oral Communication	1.1, 1.5, 2.2-2.5, 3.3	Speaks clearly using appropriate vocabulary, tone and pace to report faults and discrepancies

Numeracy	2.3, 3.2, 3.3	Interprets and analyses a range of mathematical information that is used in familiar and routine tasks
Navigate the world of work	1.1-1.3, 2.2-2.6, 3.2-3.4	Recognises and follows explicit and implicit protocols and meets expectations associated with own role including knowledge of work health and safety (WHS) requirements
Interact with others	1.1, 1.5, 2.2-2.5, 3.3	- Cooperates with others as part of familiar routine activities, and contributes to specific activities requiring joint responsibility and accountability - Understands what to communicate, with whom and how, in routine work situations
Get the work done	1.1-1.5, 2.1, 2.2, 2.5-2.7, 3.1, 3.2	- Determines priorities and sequences steps involved in clearly defined, familiar tasks - Recognises and takes responsibility for addressing predictable, and some less predictable, problems in familiar work contexts - Follows routine procedures for using digital technology by reading data from electronic monitoring and control systems

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPPRN386 Troubleshoot digital media	ICPPR386A Troubleshoot digital media	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 ICPPRN386 Troubleshoot digital media

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Performance Evidence

Evidence of the ability to:

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

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:

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

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 field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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