

National Occupational Standards

Sector: Pre-Press Processes

Occupation: SUPERVISOR

MQF Level: 4

Units:

- PRES401: Improvement of individual and organisational performance.
- PRES402: Implement maintenance programmes of equipment.
- PRES403: Possess expert knowledge of printing materials; press and post-press processes.
- PRES404: Carry out and supervise pre-press process.

PRES401: Improvement of individual and organisational performance

In order to compete successfully, printing companies need to be constantly vigilant on their quality as well as to keep up to date with technology and best practice. One of the ways in which organisations improve is by helping their people to acquire new skills and knowledge either individually or as part of a team.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Supervise and lead work colleagues in improving personal and team performance.
2. Work and communicate effectively with customers for their satisfaction.
3. Regularly plan, implement, review and evaluate the success of objectives designed to improve individual, team and organisation's performance.

Required Knowledge

Level 4 pre-press supervisor must know, demonstrate and explain:

1. The principles of personal and team development, planning and training.
2. The main features of quality assurance and quality control.
3. The different type of resources including materials and machinery and how these can be used to maximise productivity.
4. The relationship between resource usage and profitability.
5. The relationship between productivity and competitiveness.
6. Customers' requirements towards service and quality assurance.
7. The choice of processes and the reasons for selecting any particular product.
8. Management target setting.
9. Problem solving techniques.
10. Business improvement techniques.

Required Skills

Level 4 Pre-press supervisor is able to:

1. Evaluate and develop individual skills and expertise:
 - a. Identify ways in which individual performance at work can be improved by improving skills and expertise;
 - b. Seek constructive feedback from others on how individual performance at work could be improved;

Printing and Digital Media –
Pre-Press Processes: Supervisor – MQF Level 4

- c. Identify with manager, areas for development to maintain and improve own skills and expertise;
 - d. Set own specific and achievable improvement objectives;
2. Evaluate and develop the team's skills and expertise:
 - a. Identify ways in which the team's performance at work can be improved through enhancing skills and expertise;
 - b. Seek constructive feedback from others on how their performance at work could be improved;
 - c. Plan, agree and implement an action plan with the team that includes realistic timelines and measurable targets;
3. Assess the resources available for producing work and to maximise production and profitability;
4. Improve quality, productivity and team working within the organisation:
 - a. Periodically identify possible improvements to the quality of the organisation's products, services or productivity by improvements to the organisation's systems or procedures; individual skills or expertise; the organisation's resources; team working within his organisation;
 - b. Discuss with the manager the improvements to quality, productivity and team working that have been identified;
5. Improve customer service delivery:
 - a. Ensure that the given service meets the organisation's and customers' needs and expectations;
 - b. If applicable, identify how the service to the customer could have been improved;
 - c. Include in the personal and team action plan at least one target that should result in an improvement to individual and team's service to customers;
 - d. Share relevant information with others in the team to improve the organisation's customer service delivery;
6. Choose the right process and/or machine for the particular job and assure that quality is being monitored and controlled.
7. Set targets for production to meet jobs' and customers' demands.
8. Assist team to solve problems relating with resources and production.
9. Report on workplace activities required by company.

PRES402:IMPLEMENT MAINTENANCE PROGRAMME OF EQUIPMENT

The candidate must show that all of the statements in each element have been covered and must be the result of real work activities in actual production situations

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Ensure that the team carries working practices using the appropriate equipment.
2. Supervise the cleaning and maintenance of equipment.
3. Enforce the disposal of waste materials and cleaning agents in safe manner.
4. Regularly plan, implement, review and evaluate maintenance programmes of equipment in line with the requirements of production.

Required Knowledge

Level 4 Pre-press supervisor must know, demonstrate and explain:

1. Team's responsibilities for cleaning machines - what the machine's team are allowed to do.
2. Current legal requirements and industry guidelines for the safe handling and use of hazardous substances.
3. Risks of handling cleaning materials and lubricants.
4. Awareness to check that the team understands the health and safety aspects of cleaning.
5. The production schedule, maintenance and cleaning plan for the plant.
6. Cleaning methods that are safe, avoid harming the environment and which meet manufacturers' requirements.
7. Various cleaning agents and lubricants and their suitability for use.
8. Company's procedures for the safe disposal of waste.
9. The proper use of personal protective equipment by the team, and the organisation's legal responsibilities.
10. Risk assessment of handling machinery and replacing components.
11. The sourcing of information about solving machine faults.
12. The techniques the team are to use to assess machine faults and decide how to deal with them.
13. The tools and equipment to be used by the team to rectify the faults.
14. The types of fault that are likely to occur in the equipment, and what should be done about them.
15. Correct recording of faults and disruption to production.

Printing and Digital Media –
Pre-Press Processes: Supervisor – MQF Level 4

Required Skills

Level 4 Pre-press supervisor is able to:

1. Implement the maintenance of equipment:
 - a. Plan cleaning and maintenance operations to balance production requirements;
 - b. Assure the availability of correct materials and equipment needed for cleaning and maintenance;
 - c. Clearly direct the team to what they have to do;
 - d. Assure that colleagues use cleaning materials and equipment in ways which minimises waste and pollution;
 - e. Assure that used cleaning agents and waste materials are disposed of correctly.
2. Manage machine downtime:
 - a. Obtain accurate information about problems with the machine;
 - b. Analyse information about machine faults to identify their likely cause;
 - c. Identify recurring faults which are caused by operator errors, and takes action to prevent them arising in the future;
 - d. Record the details of machine faults and production down time accurately.

PRES403: POSSESS EXPERT KNOWLEDGE OF PRINTING, MATERIALS, PRESS AND POST-PRESS PROCESSES.

The candidate must show that all of the statements in each element have been covered and must be the result of real work activities in actual production situations.

Performance Criteria

The candidate must have detailed knowledge and skills:

1. To explain the different types of modern printing technologies.
2. To demonstrate the work and communicate effectively with customers for their satisfaction.
3. To comply with the processing line from pre-press to post-press.

Required Knowledge

Level 4 Pre-press supervisor must know, demonstrate and explain:

1. The technologies available to convey information.
2. Different printing technologies.
3. The ability of the printing industry to use different media to convey data or information.
4. The different printing substrates available.
5. Paper specifications, paper surfaces and physical qualities.
6. Quality control instruments and methods of application.
7. The production processes available within the company and the sequence of work from pre-press and to post-press.
8. The problems arising from digital artworks created not according to printing production requirements.
9. The different materials available and their appropriate use according to the type of work and the proper specifications required to ensure compatibility between artwork brief and production possibilities.

Required Skills

Level 4 pre-press supervisor is able to:

1. Distinguish between the different forms of communication technologies (print, electronic and multi-media)
2. Differentiate in technology between offset lithography and the other main printing processes.
3. Distinguish between the different types of print media used.
4. Distinguish between the range of printing substrates available for printing.

Printing and Digital Media –
Pre-Press Processes: Supervisor – MQF Level 4

5. Specify and refer to the paper specifications according to international or industry's units of measurement.
6. Understand the effect of paper surface quality to print gloss, dot gain and rub (scuff) resistance.
7. Identify problems that could arise in offset litho and post-production from the quality of pre-press work.
8. Relate to the processing line from pre-press to post-press in the company.
9. Communicate in press and post-press terms to be able to ensure plate colour and imposition outputs according to the requirements of these processes.

PRES404: CARRY OUT AND SUPERVISE PRE-PRESS PROCESSES

The candidate must show that all of the statements in each element have been covered and must be the result of real work activities in actual production situations.

Performance Criteria

The candidate must have a-depth knowledge and skills to:

1. Ensure the safe handling, use and storage of printing components.
2. Manage the team and plan production schedules.
3. Control and record assurance details and the availability of parts and consumables.

Required Knowledge

Level 4 Pre-press supervisor must know, demonstrate and explain:

1. The types of printing plates available for conventional and computer to plate technology.
2. The safe storage, handling, retrieval and use of printing plates and chemicals.
3. Quality assurance and monitoring elements used during plate making.
4. Production scheduling procedures and methods.
5. The flow of work from pre-press to post-press in his company.
6. Communication and managerial techniques.
7. The technical terms used in the varied processes.
8. The requirements of materials, parts and consumables by the various pre-press machines.
9. The principles of the pre-press processes and the sequence of set-up and production tasks of the different pre-press machines.
10. Quality standards and acceptable variations and how to solve/deal with unacceptable variations.
11. Company recording requirements and procedures.

Required Skills

Level 4 Pre-press supervisor is able to:

1. Ensure that storage areas are kept safe to use, easy to access and that storage conditions are acceptable to minimise deterioration on plates and chemicals.
2. Regularly check that pre-press forward plates according to set quality standards.
3. Ensure that any stock no longer suitable for the purpose is disposed in an environment safe method.
4. Accurately record the stock control details required by the company.
5. Plan production schedules.
6. Coordinate the availability of work from the pre-press section and the handing over of work to

Printing and Digital Media –
Pre-Press Processes: Supervisor – MQF Level 4

the press section to meet production and delivery schedules.

7. Clearly tell the team what they have to do and be able to co-operate, lead and liaise with production staff, maintenance staff and management team.
8. Communicate using the appropriate technical terms for the respective processes.
9. Ensure that any materials, parts or consumables identified as being required to be kept “in stock” are available at the requested time and quantities.
10. Assist, guide and advice the team in solving production and quality problems relating with the different and varied pre-press processes.
11. Accurately record the production and quality assurance details required according to company’s procedures.