

Printing Competences

1. Health and Safety

- 1.1 Be able to explain the organisations manual handling and safety procedures.
- 1.2 Be able to explain on how to seek immediate help from an appropriate source in the event of accidents and emergencies
- 1.3 Follow or be able to explain the organisational procedures for evacuation when an alarm/ test is raised
- 1.4 To be able to show that you understand and can move and handle goods and materials safely and in line with organisational procedures

2. Prontaprint Business Information

- 2.1 Be able to explain how long Prontaprint has been running at your centre/ organisation and how long it has been run the franchisee owner.
- 2.2 Be able to explain the core products and services offered at Prontaprint, within your organisation.

3. Orders and PrintSmith

- 3.1 Be able to explain what a Job Ticket is
- 3.2 Explain what is in the job bag
- 3.3 Explain what is a customer information sheet
- 3.4 Explain how the job is scheduled into the system
- 3.5 Explain the names and functions of the trays and their function
- 3.6 Be able to explain who is responsible for putting jobs into the correct trays

4 Key Functions within Prontaprint

- 4.1 Explain who takes order in the centre and who answers the telephone
- 4.2 Outline the procedure when answering the phone.
- 4.3 Explain the information you must get when answering a call
- 4.4 Outline the procedure for passing on messages
- 4.5 Explain who is responsible for ordering paper
- 4.6 Outline who is responsible for making sure that the Production board is up to date
- 4.7 Explain who deals with a customer complaint

5 Be able to explain and recognise examples of different sizes of paper:

- 5.1 A1
- 5.2 A2
- 5.3 A3
- 5.4 A4
- 5.5 A5
- 5.6 A6
- 5.7 Find an example of a SRA2 sheet of paper and explain when and how it is used (SRA is untrimmed paper)
- 5.8 Be able to identify the sheet of paper that would fit a C6, C5, C4 and DL envelop

6. Paper Weights

6.1 Be able to explain what GSM stands for

6.2 Be able to explain what microns are

6.3 Be able to explain the 3 categories of paper; Uncoated, Coated and Boards

7. Design Process

7.1 Explain what media format the designer can access

7.2 Explain the design packages (software) the designer uses and why

7.3 Outline how a proof is supplied

7.4 Explain what is included in the job bag, when the artwork is ready for proofing

7.5 Explain what happens after the customer proofs the work

8. Printing Process

8.1 Outline the different types of printing that is produced in your organisation

8.2 Explain the different plates that are used in your organisation

8.3 Explain when you would use a metal plate and give an example of when work has been produced, using metal plates.

8.4 Explain when you would use more than one plate for a job

8.5 Explain the maximum sizes of paper card a press can take.

8.6 Explain the minimum size sizes of paper card a press can take

8.7 Explain what is a "bleed" and the series of paper must you use to produce this work

9. Finishing Process

9.1 Explain the difference between a fan apart padding and a padding

9.2 Explain what is a crash numbering

9.3 Explain the difference between a laminating and encapsulating

10. Copying Equipment

10.1 Explain what the maximum paper size a copier can take

10.2 Explain what the minimum paper size a copier can take

10.3 Explain what the minimum paper weight a copier can take

10.4 Explain what the maximum paper weight copier can take

10.5 Explain the copyright policy within your organisation

11. The Cash Register

11.1 Explain what the payment methods are accepted within your organisation

11.2 Explain the details you would need to check when taking a cheque payment

11.3 Outline the organisations procedure if the transaction exceeds the centres floor limit

11.4 Outline the colour of the secondary sales invoice and what happens to it

12. Quality Control

12.1 Explain the organisations Quality Control Process

12.2 Outline who is responsible for the Quality Control within the centre

12.3 Explain what a customer has to sign to authorise the work.

12.4 Outline what you should be looking out for when packaging jobs.

13. Packaging

13.1 Outline the packaging materials used in your organisation e.g. boxes, bags etc.

13.2 Explain which box you would use to pack 500 compliment slips

13.3 Outline what should be included in each packaged job and why

13.4 Explain where a job should be placed when it has been packaged

13.5 Explain what menu heading in PrintSmith you should use to create a repeat order.

13.6 Explain how you retrieve a work progress job in PrintSmith

13.7 Outline some of the orders you should ask a customer when taking an order.