

22285VIC

Certificate II in Signage and Graphics

Version 1



For office use only

Accredited by	Victorian Registration and Qualifications Authority
From	1 January 2015
To	31 December 2019
Course Code	22285VIC

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Section A: Copyright and course classification information



Section A: Copyright and course classification information

1. Copyright owner of the course	Copyright of this material is held by the Department of Education and Early Childhood Development, Victoria. © State of Victoria (Department of Education and Early Childhood Development) 2015
2. Address	Department of Education and Early Childhood Development Executive Director Training Participation and Facilitation Division GPO Box 4367 MELBOURNE VIC 3001 Day-to-day contact: Curriculum Maintenance Manager - Building and Construction Holmesglen Institute PO Box 42 HOLMESGLEN VIC 3148 Email: teresa.signorello@holmesglen.edu.au (T): 03 9564 1987 (F): 03 9564 1538
3. Type of submission	The course is submitted for re-accreditation and replaces the accredited course 22003VIC Certificate II in Signage.
4. Copyright acknowledgement	Copyright of this material is reserved to the Crown in the right of the State of Victoria. © State of Victoria (Department of Education and Early Childhood Development) 2015 The following units of competency have been reproduced with the permission of the Commonwealth of Australia, the copyright owner: © Commonwealth of Australia CPC08 Construction, Plumbing and Services Training Package CPCCCM1015A Carry out measurements and calculations CPCCCM2010B Work safely at heights CPCCOHS1001A Work safely in the construction industry CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry CPCCSI2002A Lay out and design signage CPCCSI2003A Prepare surfaces for signage CPCCSI2004A Produce digital signage CPCCSI3011A Use LED technology for signage HLT Health Training Package HLTAID002 Provide basic emergency life support

<p>5. Licensing and franchise</p>	<p>Copyright of this material is reserved to the Crown in the right of the State of Victoria. © State of Victoria (Department of Education and Early Childhood Development) 2015.</p> <p>This work is licensed under a Creative Commons Attribution-NoDerivs 3.0 Australia licence <http://creativecommons.org/licenses/by-nd/3.0/au/>. You are free to use, copy and distribute to anyone in its original form as long as you attribute Higher Education and Skills Group, Department of Education and Early Childhood Development as the author and you license any derivative work you make available under the same licence.</p> <p>Copies of this publication can be downloaded free of charge from the Training Support Network website: http://trainingsupport.skills.vic.gov.au</p> 	
<p>6. Course accrediting body</p>	<p>Victorian Registration and Qualifications Authority (VRQA)</p>	
<p>7. AVETMISS information</p>	<p>ANZSCO (OCCUPATIONAL TYPE) CODES</p>	<p>399611 Sign writer</p>
	<p>ASCED (FIELD OF EDUCATION) CODE</p>	<p>0403 Building</p>
	<p>National course code</p>	<p>22285VIC</p>
<p>8. Period of accreditation</p>	<p>1 January 2015 to 31 December 2019</p>	

Section B: Course information



Section B: Course information

<p>1. Nomenclature</p> <p>1.1 Name of the qualification</p> <p>1.2 Nominal duration of the course</p>	<p>Certificate II in Signage and Graphics</p> <p>442 hours</p>
<p>2. Vocational or educational outcomes of the course</p> <p>2.1 Purpose of the course</p>	<p>The course will prepare graduates with the basic skills and knowledge to undertake apprenticeship training within the signage and graphics industry. To become a fully qualified signwriter, participants then undertake an apprenticeship leading to a Certificate III in Signage qualification.</p>
<p>3. Development of the course</p> <p>3.1 Industry/enterprise/community needs</p>	<p>The sign industry is a small but important sector of the construction industry and is significantly driven by technological changes.</p> <p>Off-site construction training has been incorporated into the CPC08 Construction, Plumbing and Services Training Package, but this has not incorporated an appropriately structured Certificate II qualification for signage. The course is aimed at school leavers looking for career paths within the signage industry (as a new entrant) and secondary school participants, as part of a VCE, VET/VCAL program of study in Years 10, 11 or 12.</p> <p>Participants who complete the Certificate II in Signage and Graphics have the skills and knowledge necessary to gain an apprenticeship with an employer in the signage industry. Anecdotal evidence from training providers suggest that the percentage of students who gain full-time employment as apprentices once they complete the course has been consistently 70% – 80%.</p> <p>Consultation with the sole registered training organisation (RTO) delivering the course, Victoria University (VU), and discussions with sign industry employers have supported the need for an updated and more relevant course. Technological changes have created this need</p> <p>The current 22003VIC Certificate II in Signage course incorporates units from the CPC08 Construction Plumbing and Services Training Package and LMF02 Furnishing Training Packages, as well as some accredited curriculum units. With the introduction of computers, digital photography, vinyl signage production and application and computer aided design packages to the industry, there is now a need to redevelop this course to ensure its outcomes reflect the technological changes within the industry. Therefore the skills and knowledge required by graduates of the course have been reviewed by industry representatives and several changes to the course content have been identified in order to maintain its industry currency. These included:</p> <ul style="list-style-type: none"> • removal of units on reading and interpreting plans and specifications, writing signs on uneven surfaces and organising work • addition of units on basic LED signage and digital printing • newly developed curriculum units • changing the title of the course to the Certificate II in Signage and Graphics.

3.2 Review for re-accreditation

A Project Steering Committee (PSC) was formed to oversee the re-accreditation of the course consisting of:

- Mr Iain Gartley (Chair) Graphic Effects
- Mr Paul Rice Ultra Signs
- Mr John Craddock Victoria University
- Mr Alem Mirvich Melbourne Signs
- Ms Leigh Hill Holmesglen Institute
- Ms Fran Thorne Magnum Signs
- Mr Liam O’Hearn Construction, Forestry, Mining and Energy Union

In attendance:

- Ms Teresa Signorello Curriculum Maintenance Manager-Building and Construction, Holmesglen Institute of TAFE
- Mr Sam McCurdy Dewhurst Consultancy Pty Ltd

The Certificate II in Signage and Graphics

- does not duplicate, by title or coverage, the outcomes of an endorsed Training Package qualification
- is not a subset of a single Training Package qualification that could be recognised through one or more statements of attainment or a skill set
- does not include units of competency additional to those in a Training Package qualification that could be recognised through statements of attainment in addition to the qualification
- does not comprise units that duplicate units of competency of a Training Package qualification

The 22003VIC Certificate II in Signage has been monitored and evaluated during its delivery through the analysis of data gained from student and trainer questionnaires, industry feedback and the results of a skills/knowledge workshop. The recommendations from the monitoring and evaluation were considered by a Consultation Group and validated as the first step in the re-accreditation process.

These included:

- removal of units on reading and interpreting plans and specifications, writing signs on uneven surfaces and organising work
- addition of units on basic LED signage and digital printing
- newly developed curriculum units
- changing the title of the course to the Certificate II in Signage and Graphics.

The transition arrangements between the current 22003VIC Certificate II in Signage course and the Certificate II in Signage and Graphics is provided in Table 1.

The Certificate II in Signage and Graphics is not equivalent to the 22003VIC Certificate II in Signage course. There can be no new enrolments in 22003VIC Certificate II in Signage after 31 December 2014.

Table 1: Transition arrangements

Certificate II in Signage and Graphics		22003VIC Certificate II in Signage		Relationship
Unit code	Unit title	Unit code	Unit title	
CPCCCM1015A	Carry out measurements and calculations	CPCCCM1005A	Carry out measurements and calculations	Not equivalent
CPCCCM2010B	Work safely at heights	CPCCCM2008A	Erect and dismantle restricted height scaffolding	Not equivalent
CPCCOHS1001A	Work safely in the construction industry	CPCCOHS1001A	Work safely in the construction industry	Same unit
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry	CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry	Same unit
CPCCSI2002A	Lay out and design signage	CPCCSI2002A	Lay out and design signage	Same unit
CPCCSI2003A	Prepare surfaces for signage	CPCCSI2003A	Prepare surfaces for signage	Same unit
CPCCSI2004A	Produce digital signage			New unit
CPCCSI3011A	Use LED technology for signage			New unit
HLTAID002	Provide basic emergency life support	LMFGG2002C	Apply first aid	Not equivalent
VU21692	Use sign industry tools and equipment	VPAU535	Use sign industry tools, plant and equipment	Equivalent
VU21693	Operate a flatbed router	VPAU537	Operate a flatbed router	Equivalent
VU21694	Produce basic signs	VPAU542	Produce basic signs	Equivalent
VU21695	Produce basic computer aided manufactured vinyl signs	VPAU541	Produce basic computer aided manufactured (CAM) signs-vinyl	Equivalent
VU21696	Conduct workplace communication	CPCCCM1004A	Conduct workplace communication	Not equivalent
		CPCCCM1003A	Plan and organise work	Removed
		CPCCCM2001A	Read and interpret plans and specifications	Removed
		VPAU536	Write signs on uneven surfaces	Removed

<p>4. Course outcomes</p> <p>4.1 Qualification level</p>	<p>The Certificate II in Signage and Graphics aligns with AQF level 2 of the Australian Qualifications Framework as follows:</p> <p>Purpose</p> <p>This qualification has been developed to assist participants to achieve the underpinning knowledge, skills and ability for initial apprenticeship requirements in the area of signage and graphics, or for further learning.</p> <p>Knowledge</p> <p>Graduates of the Certificate II in Signage and Graphics will have basic factual, technical and procedural knowledge in the area of signage and graphics such as:</p> <ul style="list-style-type: none"> • OHS • working in the signage industry • tools and equipment used in the signage industry • signage production methodology <p>Skills</p> <p>Graduates will have basic cognitive, technical and communication skills to apply appropriate methods, tools, materials and readily available information to:</p> <ul style="list-style-type: none"> • undertake defined activities, such as selecting appropriate signage tools and equipment for use • provide solutions to a limited range of predicable problems that may be encountered in areas such as sign layout, computer generated signage, quality control, surface preparation, vinyl application and digital printing. <p>Application of knowledge and skills</p> <p>Graduates of the Certificate II in Signage and Graphics will be able to apply knowledge and skills with limited autonomy to a moderate range of trade specific areas within a team environment. For example, collecting, interpreting and recording information from a variety of sources and completing allocated tasks within a given time frame.</p> <p>Volume of learning</p> <p>The Certificate II in Signage and Graphics is typically completed within one year. In addition to the structured learning, participants are required to undertake additional unstructured learning involving activities such as self-directed learning, projects and assignments.</p>
<p>4.2 Employability skills</p>	<p>Refer to Table 2.</p>

Table 2: Employability Skills

Employability skill	Industry requirements for this course include the following facets
Communication	<ul style="list-style-type: none"> • Listens to and understands workplace instructions and information • Demonstrates effective and appropriate communication and interpersonal skills • Communicates information about problems with work • Reads and interprets work instructions and signs • Shares workplace information
Teamwork	<ul style="list-style-type: none"> • Works with people of different ages, gender, race, religion or political persuasion • Works as a member of a team to contribute to the planning and execution of the work • Defines own role as part of a team • Applies teamwork skills to a range of situations eg crisis • Identifies strengths of team members
Problem solving	<ul style="list-style-type: none"> • Identifies and reports any work place hazards • Adjusts work method in response to changing situation • Shows independence and initiative in identifying problems and solving them • Applies knowledge of materials, product purpose and processes to operations • Monitors workplace activities and identify and report faults or problems • Applies problem-solving strategies
Initiative and enterprise	<ul style="list-style-type: none"> • Adapts to new situations • Demonstrates creativity • Identifies opportunities for skill improvement • Translates ideas into action • Makes suggestions for continuous improvement
Planning and organising	<ul style="list-style-type: none"> • Identifies and assesses risks • Plans and prepares for safe work practices • Follows emergency procedures • Completes tasks in the allocated time
Self-management	<ul style="list-style-type: none"> • Evaluates and monitors own performance to ensure good work standard and completion of work on time • Understands the standard of work expected at a work site • Takes some responsibility for planning and organising own work to complete assigned tasks • Demonstrates knowledge and confidence in own abilities • Follows OHS practices during the production and manufacturing of products

Employability skill	Industry requirements for this course include the following facets
Learning	<ul style="list-style-type: none"> • Demonstrates a willingness to learn new ways of working • Seeks information to improve performance from people and workplace documents such as policies and procedures etc. • Understands the characteristics of tools and equipment, technical capabilities, limitations and procedures • Asks questions to expand own knowledge
Technology	<ul style="list-style-type: none"> • Applies a range of IT skills • Uses communication technology appropriate to the workplace • Uses and operates a range of signage tools and equipment correctly and safely • Uses computers and relevant software for signage and digital printing

4.3 Recognition given to the course (if applicable)	Not applicable
4.4 Licensing/regulatory requirements (if applicable)	<p>Participants must attain a Construction Induction Card issued by the Victorian WorkCover Authority (VWA) to enable them to work on construction sites, as required.</p> <p>There are no other licensing requirements for this course.</p>
5. Course rules	
5.1 Course structure	<p>To be awarded the qualification, Certificate II in Signage and Graphics, participants are required to complete all fourteen (14) units of competency.</p> <p>Participants who exit the program without completing all the units will receive a statement of attainment, identifying those units that they have achieved. Note: There are prerequisites that will assist providers in producing an appropriate learning and assessment schedule.</p> <p>* RTOs must undergo a review by the Victorian WorkCover Authority (VWA) and obtain written confirmation from them that the training facility has all the necessary procedures, materials and personnel to deliver this unit.</p>

Table 3 – Certificate II in Signage and Graphics

Unit of competency code	Field of education code	Unit of competency title	Pre requisite	Nominal hours
Core units				
CPCCCM1015A		Carry out measurements and calculations	None	20
CPCCCM2010B		Work safely at heights	CPCCOHS2001A	8
CPCCOHS1001A*		Work safely in the construction industry	None	6
CPCCOHS2001A		Apply OHS requirements, policies and procedures in the construction industry	None	20
CPCCSI2002A		Lay out and design signage	CPCCOHS2001A	40
CPCCSI2003A		Prepare surfaces for signage	CPCCOHS2001A	20
CPCCSI2004A		Produce digital signage	CPCCOHS2001A	36
CPCCSI3011A		Use LED technology for signage	CPCCOHS2001A	40
HLTAID002		Provide basic emergency life support	None	12
VU21692	040325	Use sign industry tools and equipment	CPCCCM1015A CPCCOHS2001A	40
VU21693	030111	Operate a flatbed router	CPCCOHS2001A	20
VU21694	040325	Produce basic signs	CPCCSI2002A	80
VU21695	040325	Produced basic computer aided manufactured vinyl signs	CPCCSI2002A	80
VU21696	100799	Conduct workplace communication	None	20
Total hours				442

5.2 Entry requirements

There are no formal entry requirements for this course. However, it is recommended that the participants have an Australian Core Skills Framework (ACSF) Level 2. Details can be found on the Department of Industry website at www.industry.gov.au/skills/AssistanceForTrainersAndPractitioners/AustralianCoreSkillsFramework/Pages/ApplyingTheAustralianCoreSkillsFramework.aspx

An individual who is competent at Level 2 of the ACSF will be able to demonstrate the following achievement indicators:

Learning

- Demonstrate some awareness of learning strengths and areas of need and begins to plan and manage the learning process
- Applies a limited range of learning strategies in structured and familiar contexts
- **Reading**
- Identifies and interprets relevant information and ideas from texts on familiar topics
- Uses a number of reading strategies to identify and interpret relevant information within familiar text types

Writing

- Conveys intended meaning on familiar topics for a limited range of purposes and audiences
- Produces familiar text types using simple vocabulary, grammatical structures and conventions

Oral communication

- Comprehends straightforward questions and instructions in order to exchange or obtain goods or services, and gather and provide information
- Responds to questions and takes turns to maintain simple conversations

Numeracy

- Uses a combination of mainly informal and some formal written mathematical and general language to represent the mathematical and problem solving process
- Uses a combination of mainly informal and some formal oral mathematical and general language to report on and discuss the mathematical and problem solving process.

Learners with LLN skills at lower levels will require additional support to successfully undertake the course.

6. Assessment

6.1 Assessment strategy

Course assessment, including RPL, must be consistent with the requirements of Standard 1 (Element 1.5) of the AQTF: Essential Conditions and Standards for Continuing Registration.

The nature of work undertaken in the signage industry is now more than ever technologically driven, hands on and practical. Assessment strategies must therefore, reflect this fact.

Assessment methods should be flexible, valid, reliable and fair. A variety of assessment methods and evidence gathering techniques may be used to confirm competency.

The Critical Aspects of Evidence section of each unit provides essential guidance on acceptable evidence.

Where appropriate, training providers are encouraged to take a holistic approach to assessment, by assessing more than one element concurrently, or combining the final assessment of more than one unit.

Assessment of the imported endorsed units of competency must be consistent with the Assessment Guidelines in the relevant Training Package.

Recognition of Prior Learning (RPL) must also be offered.

6.2 Assessor competencies

Assessor competencies must be consistent with the requirements of Standard 1 (Element 1.4) of the AQTF: Essential Conditions and Standards for Continuing Registration, or Standard SNR15.4 of the Standards for NVR Registered Training Organisations.

Currently this requires that assessors:

- i. hold the *TAESS00001 Assessor Skill Set*, or be able to demonstrate equivalence of competencies; and
- ii. be able to demonstrate vocational competencies at least to the level being assessed; and
- iii. be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

Assessor competencies for the imported units must be consistent with the requirements in the relevant Training Package.

Note:

If a person does not have all the assessment competencies as defined in (i) ,(ii) and (iii) then one or more persons with the combined expertise in (i), (ii) and (iii) may work together to conduct the assessment.

7. Delivery

7.1 Delivery modes

It is recommended that the units in this course be delivered in accordance with the sign production process, while ensuring that prerequisite requirements are met.

It is also recommended that a combination of delivery modes be used in this course, such as:

- practical demonstration
- face-to-face training
- online/flexible delivery methods.

The units may be delivered as stand-alone programs such as introductory classes, or they may be integrated holistically with a number of units. The units have been developed to support a variety of applications within the context of the suggested range of variables. This particularly involves the use of practical industry-based activities and/or projects to develop knowledge and skills.

Practical exercises may take the form of realistic, holistic projects to provide the participants with 'real work' experience.

Appropriate projects may include:

- community projects
- redevelopments
- work on new signs
- practical tasks within simulated work environments.

Owing to the potentially hazardous nature of some of the units of the program it is recommended that staff undertake a job safety analysis of the practical activities.

Units of competency may be contextualised to meet the needs of different groups of students. However, contextualisation of imported endorsed units of competency must be consistent with the guidelines on contextualisation in the relevant Training Package and must not change the intended outcomes of the units.

7.2 Resources

First aid and OHS equipment and resources are identified in each of the specific units, such as adult and infant resuscitation mannequins. The use of these resources and the safe use of tools and equipment are implicit in every unit within the course and must be incorporated with the introduction of any new task or activity.

Delivery of the Certificate II in Signage and Graphics requires:

- general/trade-specific tools such as:
 - glass scraper
 - hammer
 - pop rivet gun
 - sign cutter
 - stirring sticks
 - drills
 - heat gun
 - router

- signage materials such as:
 - paint
 - vinyl
 - plastics
 - timber
 - polystyrene
- computers
- digital printing equipment
- LED equipment
- classroom facilities
- workshop facilities.

Teachers should refer to individual units for specific tool and equipment requirements.

Trainer competencies must be consistent with the requirements of Standard 1 (Element 1.4) of the AQTF: Essential Conditions and Standards for Continuing Registration, ,or Standard SNR15.4 of the Standards for NVR Registered Training Organisations.

Currently this requires that trainers must:

- i. hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package as a minimum qualification, or be able to demonstrate equivalence of competencies; and
- ii. be able to demonstrate vocational competencies at least to the level being delivered and assessed; and
- iii. be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and trainer/assessor competence.

Persons delivering training under the supervision of a trainer must:

- work under the supervision of a trainer with the *TAE40110 Certificate IV in Training and Assessment*, or of a person who has demonstrated equivalence of competencies; and
- hold either the *TAESS00007 Enterprise Trainer – Presenting Skill Set*, or be able to demonstrate equivalence of competencies, or the *TAESS00008 Enterprise Trainer – Mentoring Skill Set*, or be able to demonstrate equivalence of competencies within two years of commencing to deliver training while under supervision; and
- be able to demonstrate vocational competencies at least to the level being delivered and assessed as well as maintaining their industry currency. Where these competencies are not held, the trainer must be under direct supervision.

<p>8. Pathways and articulation</p>	<p>The course is expected to be undertaken by:</p> <ul style="list-style-type: none"> • school leavers aiming to enter the sign industry • secondary school participants as part of a VCE, VET/VCAL program of study in Years 10, 11 or 12. <p>As the course contains a number of units from nationally endorsed Training Packages, credits will be granted into the course to learners who have already completed any of the endorsed units in previous studies.</p> <p>Similarly, graduates of the course will also be able to gain credits for any of the endorsed units that may be included in their future studies.</p> <p>It is anticipated that a participant who has completed the Certificate II in Signage and Graphics will be in a position to gain an apprenticeship with an employer in the signage and graphics industry.</p>
<p>9. Ongoing monitoring and evaluation</p>	<p>The Curriculum Maintenance Manager for Building & Construction is responsible for the ongoing monitoring and evaluation of the Certificate II in Signage and Graphics.</p> <p>A formal course evaluation by the CMM will normally be undertaken halfway through the accreditation period and will be based on student and teacher evaluation surveys and industry stakeholder surveys/consultation.</p> <p>Recommendations for any significant changes will be reported to the Victorian Registration and Qualification Authority (VRQA).</p> <p>Course maintenance and review procedures may also indicate that the course in total should be expired if a suitable national qualification becomes available through the development or review of a Training Package.</p>

Section C: Units of competency

VU21692 Use sign industry tools and equipment	21
VU21693 Operate a flatbed router	27
VU21694 Produce basic signs	33
VU21695 Produce basic computer aided manufactured vinyl signs	38
VU21696 Conduct workplace communication	43

Nationally endorsed units:

- CPCCCM1005A Carry out measurements and calculations
- CPCCCM2010B Work safely at heights
- CPCCOHS1001A Work safely in the construction industry
- CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
- CPCCSI2002A Lay out and design signage
- CPCCSI2003A Prepare surfaces for signage
- CPCCSI2004A Produce digital signage
- CPCCSI3011A Use LED technology for signage
- HLTAID002 Provide basic emergency life support

Nationally endorsed units are available to download from the national data base – <http://training.gov.au/>

Training.gov.au is the National Register on Vocational Education and Training (VET) in Australia.

To download a unit of competency, enter the unit code in the Quick search window.

Victorian accredited units

Units that have a Unit Code commencing with the letter ‘V’ are Victorian accredited units and are reproduced in the following pages of this document.

- VU21692 Use sign industry tools and equipment
- VU21693 Operate a flatbed router
- VU21694 Produce basic signs
- VU21695 Produce basic computer aided manufactured vinyl signs
- VU21696 Conduct workplace communication

VU21692 Use sign industry tools and equipment

Unit Descriptor	This unit provides the knowledge and skills to safely select and use sign industry tools and equipment under supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
Employability Skills	This unit contains Employability Skills.
Prerequisite units	<ul style="list-style-type: none"> • CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry • CPCCCM1005A Carry out measurements and calculations
Application of the Unit	This unit forms the basis for routine work performed by a sign writer in the signage and graphics industry. It involves the use hand tools, power tools and equipment associated with the sign industry, in accordance with relevant OHS legislation and environmental regulations. The unit may also be applied in school or simulated work setting.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

1. Plan and prepare to use tools and equipment

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

- 1.1 ***Work instructions*** and operational details are obtained, confirmed and applied to ensure effective work practices.
- 1.2 ***Site and/or workplace safety requirements*** are followed in accordance with safety plans and policies.
- 1.3 Signage/barricade requirements are identified and implemented to ensure safe work practices.
- 1.4 ***Tools and equipment*** selected to carry out tasks are consistent with the requirements of the job, checked for serviceability, and any faults rectified or reported prior to commencement.
- 1.5 ***Environmental requirements*** for the project are applied in accordance with environmental plans and regulatory obligations.
- 1.6 ***Hand and power tools***, their functions, operations and limitations are identified for use with different signage materials.
- 1.7 Appropriate hand and power tools are selected to safely undertake a range of signage tasks.

- | | |
|-------------------------------------|---|
| 2. Use signage tools | 2.1 OHS requirements for using hand and power tools are adhered to. |
| | 2.2 Hand tools are used which are appropriate to the task and the materials and are in accordance with OHS requirements . |
| | 2.3 Power and pneumatic tools are safely and effectively used in accordance with manufacturer's recommendations and State or Territory OHS requirements. |
| 3. Select and use signage equipment | 3.1 Equipment is selected in accordance with the needs of the job and safety requirements. |
| | 3.2 Equipment is maintained in accordance with manufacturer's recommendations and standard work practices. |
| 4. Clear work area | 4.1 Work area is cleaned and materials disposed of, reused or recycled in accordance with relevant legislation/regulations, Codes of Practice and job specifications. |
| | 4.2 Tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer's recommendations and standard work practices. |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- Handling, storing and disposing of materials using environmentally friendly waste management techniques
- Reading and interpreting tools and equipment safety manuals and instructions

Required knowledge:

- Workplace and equipment safety requirements
- Quality requirements
- General signage terminology signage materials
- Tools and equipment types, characteristics, uses and limitations
- Job safety analysis/safe work safe method statements
- Material safety data sheets
- Relevant Acts, Regulations and Codes of Practice, such as WHS/OHS Acts, regulations and Codes of Practice

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Work instructions*** may include:
- diagrams or sketches
 - instructions issued by authorised organisational or external personnel
 - manufacturer’s specifications and instructions, where specified
 - material safety data sheets
 - memos
 - organisational work specifications and requirements
 - plans and specifications
 - regulatory and legislative requirements pertaining to using construction tools and equipment
 - relevant Australian Standards
 - safe work procedures related to using construction tools and equipment
 - signage
 - verbal or written and graphical instructions
 - work bulletins
 - work schedules.
- Site and/or workplace safety requirements*** may include:
- work site inspections
 - equipment defect identification
 - assessment of conditions and hazards
 - determination of work requirement.
- Tools and equipment*** may include:
- compressors
 - generators
 - welders
 - hand held or small single person operated equipment
 - pneumatic driven equipment.
- Environmental requirements*** may include:
- clean up protection
 - noise and dust
 - vibration
 - waste management.

- Hand, and power tools*** may include:
- cutting, planning, boring, shaping, fixing, fastening and percussion tools
 - material shifting and holding tools
 - set-out, marking-out and levelling tools that may include spirit and laser levels
 - hammers
 - heat guns
 - glue guns
 - routers
 - screwdrivers
 - pop rivet guns
 - glass scrapers
 - drills
 - portable, static and electrical tools.
- OHS requirements*** may include:
- emergency procedures related to equipment operation, including:
 - emergency shutdown and stopping
 - extinguishing fires
 - organisational first aid requirements
 - evacuation
 - handling of materials
 - hazard control
 - hazardous materials and substances
 - safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
 - Residual Current Devices (RCD)
 - lighting
 - restricted access barriers
 - surrounding structures
 - traffic control
 - trip hazards
 - work site visitors and the public
 - working at heights
 - working in proximity to others
 - organisational first aid
 - personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
 - use of tools and equipment
 - workplace environment and safety.

- Power and pneumatic tools** may include:
- compressors
 - generators
 - welders
 - pneumatic driven equipment, including their leads and hoses

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

- Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- To be considered competent in this unit the candidate must be able to:
 - comply with OHS legislation, regulations and Codes of Practice applicable to workplace operations
 - comply with workplace/organisational policies and procedures
 - communicate and work safely and effectively with others
 - select and use the appropriate tools and equipment for given tasks
- Context of and specific resources for assessment**
- This unit of competency can be assessed in the work place or a simulated workplace environment.
 - Simulated or project-based assessment techniques should fully replicate work practices, safety requirements and environmental constraints.
 - Competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace.
 - Resources required for assessment include:
 - realistic or simulated tasks covering the mandatory task requirements
 - relevant specifications and work instructions
 - tools and equipment appropriate to applying safe work practices
 - support materials appropriate to the activity
 - material safety data sheets
 - workplace instructions relating to safe work practices and addressing hazards and emergencies
 - research resources, including industry related systems information.

- Reasonable adjustments must be made to assessment processes for people with disabilities, where required. This could include access to modified equipment and other physical resources and the provision of appropriate assessment support.

Method of assessment

- Assessment must involve the demonstration of practical skills in a real or simulated work environment and may also include:
 - verbal/written questions
 - third party reports from trainers or supervisors

VU21693 Operate a flatbed router

Unit Descriptor	This unit provides the knowledge and skills to be able to safely use a flatbed router to produce signs under supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
Employability Skills	This unit contains Employability Skills.
Prerequisite unit	CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
Application of the Unit	This unit of competency would be applied by those using flatbed routers in the manufacture of signs. The unit is designed for application by participants working in simulated workplace environments and would be applied under supervision. It includes working with others and as a member of a team.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

1. Prepare to use a flatbed router

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

- 1.1 ***Quality assurance requirements*** are adhered to, ensuring signage operations meet the standards of the organisation and the signage industry.
- 1.2 ***Safety (OHS)*** requirements are in accordance with application tasks and workplace operations and are recognised and adhered to.
- 1.3 ***Job requirements*** are identified from drawings, specifications, instructions and/or client briefs.
- 1.4 ***Materials*** are assessed and selected in accordance with job requirements and ***relevant Australian Standards***.
- 1.5 ***Tools and equipment*** and materials are selected to carry out tasks and are consistent with job requirements.
- 1.6 ***Routine maintenance*** requirements of tools and equipment are implemented in accordance with workplace and quality assurance procedures and manufacturer's recommendations.

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|--------------------------------------|--|
| 2. Work with materials and equipment | 2.1 Correct type of routing system to be used is selected according to job specifications and materials to be routed. |
| | 2.2 Appropriate software is selected and used for the required signage job. |
| | 2.3 Cutters are checked for sharpness and useable condition to ensure safe operation and correct finish of task. |
| | 2.4 Appropriate routing systems are used to route on a range of materials. |
| 3. Clear work area | 3.1 Cutters are cleaned and stored safely and correctly after use. |
| | 3.2 Work area is cleaned and waste materials removed in accordance with <i>statutory and regulatory authority requirements</i> . |
| | 3.3 Tools and equipment are cleaned, maintained and stored according to organisational requirements. |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- Communication skills to:
 - determine requirements
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
 - follow instructions
 - read and interpret:
 - * charts and hand drawings
 - * computer programs
 - * job drawings
 - * manufacturer's specifications and instructions
 - * organisational work specifications requirements and instructions issued by authorised organisational or external personnel
- Recognise procedures, respond to change and contribute to workplace responsibilities, such as current work site environmental and sustainability frameworks or management systems
- Innovation skills to select appropriate tools and equipment, respond to workplace challenges and put ideas into action

- Organisational skills, including planning and setting out work
- Problem solving skills to recognise, and take action to rectify, minor faults and problems
- Teamwork skills to be able to coordinate with others, action tasks and relate to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities

Required knowledge:

- Job safety analysis and safe work method statements
- Maintenance of routers and cutters
- Material safety data sheets
- Relevant Australian and New Zealand Standards, such as AS1397-Substrate and AS/NZS 2728 Type 3 Paint coating, and:
 - manufacturers' specifications
 - OHS requirements
 - other applicable codes or standard operating procedures relevant to the sector
- Terminology and definitions used in routing
- Theory of routing:
 - cutter types
 - router set up
 - routing depths
 - routing materials and their uses
 - routing software and applicable components

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Quality assurance

requirements may include:

- attention to work specifications
- Australian and international standards relevant to the sign industry, as such as AS1397-Substrate and AS/NZS 2728 Type 3-Paint coating
- handling procedures for materials and equipment
- internal company quality assurance policies and risk management strategies
- procedures for installing and finishing
- quality of materials
- use and maintenance of equipment
- workplace operations and procedures.

- Safety (OHS)** may include:
- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
 - hazard control
 - hazardous materials and substances
 - organisational first aid
 - personal protective equipment required under legislation, regulations and workplace policies and practices
 - safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
 - lighting
 - restricted access barriers
 - working in proximity to others
 - use of machines
 - use of tools and equipment
 - workplace environmental requirements and safety
- Job requirements** may include:
- assessment of conditions and hazards
 - determination of work requirements
 - equipment defect identification
 - safety plans and policies
 - work site inspections.
- Materials** may include::
- plastic sheets
 - polystyrene
 - timber
 - formex material
 - high density polyurethane.
- Relevant Australian Standards** may include:
- AS1473.5 Section 3 (Wood processing machinery-Safety: Finishing machinery-Moulding machines and routers with rotating tool)
 - AS1397-Substrate
 - AS/NZS 2728 Type 3-Paint coating
 - regulatory requirements
 - standard drawings and details.

Tools and equipment may include:

- cutters
- Vernier callipers
- spanners
- vacuum cleaners
- panel saws.

Routine maintenance may include:

- lubrication
- checking for damage or non-standard performance
- cleaning.

Statutory and regulatory authority requirements may include:

- Federal, State and local authorities administering applicable Acts, regulations and codes of practice and can also pertain to:
 - removal of waste products
 - storage of chemicals.

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency will need to be demonstrated over a period of time under supervision, while reflecting the scope of the role and the practical requirements of the workplace.
- To be considered competent in this unit, the candidate must be able to:
 - plan and prepare for a range of jobs
 - comply with OHS and quality assurance requirements
 - understand the characteristics and uses of routing materials (plastic polystyrene and/or timber) and equipment in a range of signage projects
 - set up and safely use a router
 - maintain of routers and cutters safely
 - select appropriate cutters for different applications and materials
 - create a sign using a flatbed router.

Context of and specific resources for assessment

- Assessment may be conducted in the workplace or a simulation of the workplace environment.
- A simulated or project-based assessment technique must fully replicate construction workplace conditions, materials, activities, responsibilities, procedures and environmental constraints.
- Resources required for assessment include:
 - realistic or simulated tasks covering the mandatory task requirements
 - relevant specifications and work instructions
 - tools and equipment appropriate to flatbed router systems
 - support materials appropriate to the activity
 - workplace instructions relating to flatbed routers
 - material safety data sheets
 - research resources, including industry related systems information
 - relevant software.
- Reasonable adjustments for people with disabilities must be made to assessment processes, where required. This could include access to modified equipment and other physical resources and the provision of appropriate assessment support.

Method of assessment

- Assessment must involve the demonstration of practical skills in real or simulated work conditions and may also include:
 - verbal/written tests
 - third party reports from trainers and/or supervisors
 - projects.

VU21694 Produce basic signs

Unit Descriptor	This unit applies to the preparation and production processes used to apply substances to various substrates to form basic signs with a variety of texts and shapes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
Employability Skills	This unit contains Employability Skills.
Prerequisite unit	CPCCSI2002A Lay out and design signage
Application of the Unit	This unit of competency would be applied by those producing basic signs comprising text, shapes and graphics and numerals on different substrates. It would be applied in a real or simulated workplace environment under supervision. It includes working with others as a member of a team.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--------------------------|---|
| 1. Plan and prepare work | <p>1.1 <i>Occupational health and safety (OHS)</i> requirements relating to sign writing and workplace operations are recognised and adhered to.</p> <p>1.2 The design layout, relevant specifications, drawings and instructions are obtained.</p> <p>1.3 <i>Tools, equipment</i> and <i>materials</i> are obtained and used consistent with the job requirements.</p> <p>1.4 <i>Personal protective equipment (PPE)</i> is selected, correctly fitted and used appropriately.</p> <p>1.5 Material quantities are estimated in accordance with the size of the sign and materials to be used.</p> <p>1.6 Material Safety Data Sheets are referred to, as required.</p> |
|--------------------------|---|

- | | |
|---------------------------------------|--|
| 2. Apply materials to the sign layout | <p>2.1 Sign layout is set out to scale using measuring equipment and setting out techniques applicable to the design.</p> <p>2.2 Substrates are identified and prepared in accordance with planned <i>material application</i>.</p> <p>2.3 Correct colour selection is determined from the <i>instructions</i>.</p> <p>2.4 Materials are applied to the surface using application consistent with job requirements and layout of the design.</p> |
| 3. Clean the work area | <p>3.1 Tools and equipment are cleaned, maintained and stored in accordance with established procedures.</p> <p>3.2 Completed work is cleaned, checked for protection then packed and transported, as required.</p> <p>3.3 Waste products are disposed of in an environmentally sustainable manner.</p> |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- Communication skills in working effectively with the supervisor and colleagues
- Planning and organising skills to prepare the work area, equipment and materials
- Problem solving skills to address design and equipment problems
- Numeracy skills to:
 - perform measurements
 - estimate material requirements
 - lay out signs to scale
- Sign writing skills to prepare signs to the specified design

Required knowledge:

- Workplace and equipment safety requirements
- Drawings and layouts for signs
- Materials and their characteristics relevant to producing signs
- Handling of materials correctly
- Measurements and calculations to lay out basic signs
- Symbols, dimension and terminology relating to signage
- Letter styles used in signs
- Use of tools and equipment for preparing signs
- Setting out sign design

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Occupational health and safety (OHS) may include:

- workplace environment and safety
- protective clothing and equipment
- use of tools and equipment
- handling of materials
- hazardous materials use of spray equipment.

Tools and equipment may include:

- computerised sign software
- plotter
- air release tool
- tweezers
- heat gun/hair dryer
- measuring tape/rule
- drawing instruments
- brushes
- rollers
- work pots/containers
- stirring sticks
- artists brush
- straight edge.

Materials may include:

- enamel paints (oil-based)
- acrylics
- vinyl
- timber
- glass
- application tape
- vinyl application fluid.

Personal protective equipment (PPE) may include:

- goggles for eye protection
- hearing protection
- dust mask/respirator – specific to the task
- head protection
- overalls
- foot protection
- gloves.

Material application may include:

- brush
- spraying
- stipple
- roller.

Instructions may include:

- information provided by the supervisor by means of:
 - verbal instruction
 - written notes
 - sketches/drawings
 - colour identification
 - job specification.

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency is to be demonstrated by the accurate layout and application of substances to surfaces in forming basic sign work to a nominated project. This may include using a computer for generating lettering.
- To be considered competent in this unit the candidate must be able to:
 - identify dimensions, symbols, abbreviations and key features of signage
 - comply with OHS legislation applicable to activity/operation
 - identify appropriate processes, tools and equipment to produce basic signs
 - produce layout accurately to design specifications using appropriate techniques
 - apply appropriate material to substrate
 - communicate with supervisor or others to ensure sign produced to job requirements.

Context of and specific resources for assessment

- Competency should be assessed in a real or simulated workplace environment, while under constant supervision and in accordance with normal work practices and safety procedures.
- Resources required for assessment include:
 - reference documentation relating to producing signs
 - suitable layouts, drawings and/or specifications for signs in basic forms
 - suitable work area which may be a simulated workplace or onsite
 - tools and equipment appropriate to sign production.

Method of assessment

- Assessment must involve the demonstration of practical skills in a real or simulated work environment and may also include:
 - verbal/written questions
 - product quality
 - projects
 - third party reports from the supervisor.

VU21695 Produce basic computer aided manufactured vinyl signs

Unit Descriptor	This unit applies to the preparation of materials and design layout for computer operation in producing basic computer aided manufactured vinyl signs. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
Employability Skills	This unit contains Employability Skills.
Prerequisite unit	CPCCSI2002A Lay out and design signage
Application of the Unit	This unit of competency would be applied by those producing vinyl signs. It would be applied in a real or simulated workplace environment under supervision and includes working with others as a member of a team.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|--------------------------------------|---|
| 1. Plan and prepare work | <p>1.1 The design layout, relevant specifications, drawings and instructions are obtained prior to operation of the sign computer.</p> <p>1.2 Tools, equipment and <i>materials</i> are obtained and used consistent with the job requirements.</p> <p>1.3 Relevant <i>personal protective equipment (PPE)</i> is assembled and checked for use.</p> |
| 2. Start up and operate the computer | <p>2.1 <i>Occupational health and safety (OHS) requirements</i> related to the application, tasks and workplace operations are determined and adhered to.</p> <p>2.2 Start up and shut down procedures are followed in accordance with Standard Operating Procedures.</p> <p>2.3 Machine is set to required specifications and the job is commenced while ensuring design quality.</p> <p>2.4 The computer disk is formatted in accordance with the job specifications.</p> <p>2.5 Scanning digitising is performed and colour adjustments made in accordance with the job specifications.</p> |

- 2.6 A back up copy of the data is made in accordance with job specifications.
 - 2.7 File management is undertaken in accordance with operators' manual, workplace procedures and quality assurance standards.
 - 2.8 The plotter/output device is used to print out / cut or engrave graphic or signage profile.
3. Solve routine operating problems
 - 3.1 Routine operating problems are identified during the sign production and appropriate corrective action taken in accordance with workplace procedures.
 - 3.2 Operating problems are remedied according to operators manuals or job specifications.
4. Clean up the work site
 - 4.1 **Tools and equipment** are cleaned and stored in accordance with established procedures.
 - 4.2 Waste is disposed of safely and recyclable material stored according to organisational procedures.
 - 4.3 **Personal protective equipment (PPE)** removed, inspected, cleaned and maintained.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- Applying safe work practices
- Planning and organising work
- Using basic key boarding skills
- Using basic problem and fault finding skills with software applications
- Setting up software programs
- Using signage tools and equipment

Required knowledge:

- Types of machines and machining processes
- Computer controlled machinery
- Computer operating procedures
 - workplace and equipment safety requirements
 - design and layout of signs
- Range of software applications appropriate to CNC equipment
- Hardware requirements for programs
- Materials and their characteristics relevant to producing signs
- Use of tools and equipment relevant to Computer Numerically Controlled (CNC) equipment operations
- Use of machinery
- Safe handling of material.

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included

Tools and equipment may include:

- computerised sign software
- plotter
- air release tool
- straight edge
- applicator
- tape measure/rule
- stencil knife
- tweezers
- heat gun/hair dryer.

Materials may include:

- vinyl
- acrylics
- timber
- glass
- application tape
- vinyl application fluid.

- Personal Protective Equipment (PPE)** may include:
- boots
 - coveralls
 - eye protection
 - hearing protection
 - gloves
 - cap.

- Occupational health and safety (OHS) requirements** may include:
- workplace environment and safety
 - protective clothing and equipment
 - use of tools and equipment
 - handling of materials.

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

- Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- Competency is to be demonstrated by the accurate layout and application of substances to surfaces in forming basic sign work to a nominated project. This may include using a computer for generating lettering.
 - To be considered competent in this unit the candidate must be able to:
 - comply with OHS legislation applicable to workplace activity/operations
 - use appropriate processes, tools and equipment to carry out sign production
 - apply correct techniques to set up material with machine for production application
 - perform program opening and shut down procedures
 - enter data to achieve the requirements of the job
 - produce signs in accordance with job specifications and drawings
 - take necessary action to rectify routine problems that may occur.

Context of and specific resources for assessment

- Competency must be demonstrated in a real or simulated work environment by the effective production under supervision, of nominated signs through the operation and maintenance of computer aided machinery used to produce signs and graphic reproduction.
- The following resources should be made available:
 - tools, plant and equipment including machinery appropriate to sign production
 - range of cutters applicable to machine operations
 - material relative to sign production
 - project details and specifications relevant to activity.

Method of assessment

- Assessment must include the demonstration of practical skills under supervision and may also include:
 - oral or written questions
 - product quality
 - presentations
 - observation.

VU21696 Conduct workplace communication

Unit Descriptor This unit provides the knowledge and skills required to communicate effectively with other workers. It includes gathering, conveying and receiving information through verbal, visual and written forms of communication.

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

Employability Skills This unit contains Employability Skills.

Application of the Unit This unit of competency would be applied by those operating in a sign writing and graphics production environment. It involves communication skills required as an integral part of routine activities in a real or simulated workplace environment, and includes working with others as a member of a team.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

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|----|--|--|
| 1 | Gather convey and receive information | <p>1.1 Verbal and written instructions are gathered, received and responded to with correct actions.</p> <p>1.2 Instructions are conveyed accurately to others in the work group.</p> <p>1.3 Work <i>signage interpretation</i> and other <i>safety (OHS)</i> requirements are responded to with correct action.</p> <p>1.4 <i>Information</i> conveyed in English is interpreted and the message confirmed.</p> <p>1.5. Questions are used to gain additional information and to clarify understanding, using appropriate <i>communication transfer technologies</i>.</p> |
| 2. | Carry out routine face-to-face communication | <p>2.1 Routine instructions and messages are received and followed.</p> <p>2.2. Workplace procedures are carried out to the organisation's requirements in <i>communication with others</i>.</p> <p>2.3. Information from a range of sources is accessed and interpreted using a variety of <i>communication modes</i>.</p> <p>2.4. Information is selected and sequenced correctly for action, or for transfer to others.</p> <p>2.5. Verbal and written reporting is completed, in accordance with the organisation's requirements.</p> |

3. Apply visual communication
- 3.1. Visual communication is used that follows accepted industry practice or social conventions.
 - 3.2. Attention of communicating parties is obtained, confirmed and/or acknowledged.
 - 3.3. Intention of the visual communication is clarified and confirmed at each step.
 - 3.4. Visual communication that is unclear or ambiguous is questioned or visually cancelled.
 - 3.5. Instances of unclear visual communication are followed up to avoid repeated problems.

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills:

- Using questioning to identify and confirm requirements
- Transferring information accurately
- Reading and interpreting:
 - signage and other relevant documentation
 - simple instructions and messages
- Using language and concepts appropriate to cultural differences
- Using and interpreting non-verbal communication, such as hand signals
- Writing skills to complete records and reports as required
- Applying technological skills to use a range of mobile technology, such as mobile phones
- Using voice and hand signals to access and understand instructions

Required knowledge:

- Information sources such as bulletins, checklists, work instructions, memos, signage, etc.
- Communication devices, such as mobile telephones, Internet, Fax and two-way radios
- Signage terminology
- Emergency procedures
- Job safety analysis (JSA) and safe work method statements
- Material safety data sheets (MSDS) and materials handling methods
- OHS requirements
- Project quality requirements
- Work instructions and policies

RANGESTATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Signage may include:

- directional signs
- facility or location signs and hazards
- site safety signs
- traffic signs.

Interpretation may include:

- bulletins
- checklists
- company procedures and regulations
- delivery dockets
- emergency procedures
- induction procedures
- industrial agreements
- instructions
- job safety analysis (JSA) and safe work method statements
- maps
- MSDS
- OHS requirements
- quality requirements
- work schedules
- workplace policies.

Safety (OHS) may include:

- handling of materials
- hazard control
- hazardous materials and substances
- organisational first aid
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- use of fire fighting equipment
- use of tools and equipment
- workplace environment and safety.

Information may include:

- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- manufacturer specifications and instructions, where specified
- MSDS
- memos
- regulatory and legislative requirements
- relevant Australian standards
- safe work procedures or equivalent
- signage
- verbal, written and graphical instructions
- work bulletins
- work schedules, plans and specifications.

Communication transfer technologies may include:

- email
- facsimile
- internet
- telephone
- mobile telephones
- two-way radios.

Communication with others may include:

- contractors
- co-workers
- supervisors
- the public
- trainers.

Communication modes may include:

- active listening
- group interaction
- interpreting signage
- meetings, such as toolbox meeting
- questioning
- verbal and written.

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency is to be demonstrated by the accurate layout and application of substances to surfaces in forming basic sign work to a nominated project. This may include using a computer for generating lettering.
- To be considered competent in this unit, the candidate must be able to:
 - locate, interpret and apply relevant information
 - comply with OHS regulations and state and territory legislation applicable to workplace operations
 - safely and effectively use communication equipment
 - communicate and work effectively and safely with others
 - interpret all signage accurately
 - complete tasks successfully following instruction
 - convey pieces of information to other workers accurately
 - fill out workplace documents accurately.

Context of and specific resources for assessment

- Assessment should be conducted in a real or simulated signage environment under supervision.
- Resources required for assessment include:
 - realistic tasks or simulated tasks covering the mandatory task requirements
 - relevant specifications and work instructions
 - tools and equipment appropriate to applying safe work practices
 - support materials appropriate to activity
 - workplace instructions relating to safe work practices and addressing hazards and emergencies
 - material safety data sheets
 - research resources, including industry related systems information.

Method of assessment

- Assessment must include the demonstration of practical skills and may also include:
 - oral or written questioning
 - role plays
 - observation.