

Specification of Competency Standards
for the Printing and Publishing Industry
Unit of Competency

1. Title	Master customer printing contract and service plan writing
2. Code	PPPRCR503A
3. Level	5
4. Credit	12
5. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Master skills for writing printing service plan</p> <ul style="list-style-type: none"> ◆ Understand format, parts and elements of standard printing service plan, including company background, production facilities and capacity, service commitment and quality of product ◆ Find out characteristics and real need of customer ◆ Write service plan that satisfies customer demand <p>5.2 Master skills for writing customer printing contract</p> <ul style="list-style-type: none"> ◆ Know precisely format, parts and elements of standard commercial printing contract, including product specifications, requirement on quality, details of dealing, delivery date, amount and method of payment ◆ Understand basic commercial printing contract legislation and operation practice in printing industry ◆ Able to write commercial printing contract that satisfies customer demand <p>5.3 Write printing service plan and contract</p> <ul style="list-style-type: none"> ◆ Write printing service plan and contract that satisfy customer demand according to commercial contract legislation and printing industry operation practice and characteristics of customer

6. Range	Write printing service plan and contract for customer according to commercial contract legislation, printing industry operation practice and customer demand and perform related tasks for the management in sales department.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Able to write printing service plan and contract that satisfy customer demand according to commercial contract legislation and printing industry operation practice and characteristics of customer.
8. Remarks	The credit value of this unit of competency is based on the assumption that the learner has knowledge of printing enterprise operation and management.