

**Modification history**

Release	Comments
Release 1	This version released with PPM Pulp and Paper Manufacturing Training Package Version 3.0.

PPMPRS3XX	Identify and rectify operational problems
<b>Application</b>	<p>This unit of competency describes the outcomes required to identify and analyse causes of operational faults or problems, apply solutions on a priority basis and document the problem solving process.</p> <p>This unit applies to production operators who respond to predicable and sometimes unpredictable problems that occur working with complex integrated equipment and continuous operations of a pulp or paper manufacturing facility.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Problem Solving (PRS)

Elements	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 problem and its effects	1.1 Identify indicators of fault, defect or problem as they occur 1.2 Identify problem and possible causes to be investigated 1.3 Define problem and determine effect on personal safety, equipment safety, quality and productivity 1.4 Implement emergency or safety procedures where personal safety is identified
2. Analyse problem and determine priority of causes	2.1 Determine impact of the problem on machinery performance 2.2 Consider likelihood of each possible cause occurring 2.3 Determine own ability to conduct checks on each cause or refer to technician 2.4 Prioritise possible causes for investigation
3. Apply possible solutions and review outcomes	3.1 Plan and prepare for implementation of possible solutions within own work responsibility 3.2 Select and prepare equipment and resources for the implementation of possible solutions 3.3 Apply required techniques to respond to selected solution according to manufacturer specifications and operating procedures 3.4 Inspect and test system and process to determine whether solution was successful in resolving identified cause 3.5 Action next possible solution in prioritised order until problem is resolved
4. Document and report problems and solutions	4.1. Record operational data and information, problem and solution according to workplace requirements 4.2. Report problems and solutions to relevant personal

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret information from workplace procedures, documentation and historical and operational data and information</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Complete records accurately and legibly using clear language and industry terminology</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Provide information about problems and solutions using clear language and industry terminology</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Interpret numerical settings on instruments, gauges and data recording equipment</li> <li>Record numerical data for system and operational performance</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
PPMPRS3XX Identify and rectify operational problems	PPMPRS210 Identify and rectify problems in the workplace	Changes to unit title, performance criteria, foundation skills, performance and knowledge evidence. Assessment conditions updated.	Not equivalent

<b>Links</b>
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=12998f8d-d0ac-40bc-a69e-72a600d4fd93">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=12998f8d-d0ac-40bc-a69e-72a600d4fd93</a>

<b>TITLE</b>	<b>Assessment requirements for PPMPRS3XX Identify and rectify operational problems</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has identified and rectified process, quality and equipment faults or problems during at least two pulp or paper production processes, including for each operational fault or problem:</p> <ul style="list-style-type: none"> <li>• identified the indicators, causes and effects of faults or problem</li> <li>• taken timely corrective action to maximise safety, quality and productivity</li> <li>• planned and used standard procedural steps to identify and rectify problems</li> <li>• used equipment control systems to check and adjust processes.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• problems solving techniques used to identify and rectify pulp or paper production operational faults and problems</li> <li>• system operations, processes and associated services relating to pulp or paper production operational area, including: <ul style="list-style-type: none"> <li>• plant layout</li> <li>• principles of operation</li> <li>• causes and effects of adjustments made to equipment and processes</li> <li>• fault indications and common responses used</li> <li>• relationships between system, processes and associated services</li> <li>• effects of process variables on production and quality</li> </ul> </li> <li>• workplace and legislative health and safety requirements relevant to operational area, including emergency procedures, handling chemical and hazardous substances, high risk load shifting, licensing requirements, plant clearance and permit systems</li> <li>• purpose of, and processes for sampling and testing product quality, plant and system operations</li> <li>• electronic and other control systems, operation and application to make appropriate adjustments to operations</li> <li>• procedures for communicating, recording and reporting for process, quality and equipment faults and problems.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of the skills in this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions: <ul style="list-style-type: none"> <li>• skills must be demonstrated a pulp or paper manufacturing facility or an environment that accurately represents workplace conditions</li> </ul> </li> <li>• resources, equipment and materials: <ul style="list-style-type: none"> <li>• plant and system relevant to operational areas</li> <li>• equipment and materials used to identify and rectify faults and problems</li> <li>• personal protective equipment required for rectifications tasks</li> <li>• electronic control systems which include digital control system, touch screens or robotics to control and adjust operations</li> <li>• proforma or recording system for recording process, quality and equipment faults and problems</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• workplace and standard operating procedures related to relating to operational area including health and safety, risks and hazards identification, plant isolation, quality, housekeeping and environmental requirements</li> <li>• manufacturer specifications and fault-finding documentation</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	

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