

SHAPING AND DELIVERING EXPECTATIONS

PP05 Manage standards, dependencies, boundaries and dialogue within a post production project

Overview	Knowledge & Understanding	Performance Statements
<p>This Standard is about relating the quality of the stages of the workflow to the standards and format required or expected of the final product. It involves clear communication and encouraging people to be aware of what depends on their work so that they do not see it in isolation.</p>	<p>What you need to know</p> <ul style="list-style-type: none"> a) Principles of quality assurance b) Technical requirements of specific post production projects based on their required output/product c) Relationship between formats and quality d) Workflow and schedule for specific projects e) Dependencies within and between current and imminent projects f) Who needs to talk to whom about workflow and interaction between different stages of a project g) Who can usefully talk to whom about current problems and risks to be mitigated h) How to communicate to individuals the requirements of a project and the part they play in meeting those 	<p>What you must be able to do</p> <ul style="list-style-type: none"> 1) Identify the technical standards and formats required for the output of a project 2) Identify what interim standards and formats the project output is dependent on and communicate interim requirements to the people and systems concerned 3) Identify risks to maintaining standards and formats and how to mitigate them 4) Identify exceptions and changes to requirements and communicate them to the people and systems concerned 5) Where personnel change on a project, ensure that new personnel are briefed on their tasks and standards and formats required 6) Help individuals understand their role and the roles and tasks of others that depend on them 7) Help individuals identify the impact of their work in the workflow and who they should inform or consult with on technical, cost or schedule issues 8) Where there are conflicts in standards in the workflow or input material is not as expected, find a solution that is technically feasible and acceptable to the client 9) Review work in progress and redefine standards and formats when necessary to enable the required output

PP06 Set and manage ongoing client expectations

Overview	Knowledge & Understanding	Performance Statements
<p>This Standard is about maintaining a relationship with the client in which they feel confident about the post production process and realistic about what it can achieve within constraints of time and budget</p>	<p>What you need to know</p> <ul style="list-style-type: none"> a) Workflow and schedule for the project b) Problems and risks associated with the project c) How to mitigate risks d) How to find out a potential client's real needs beyond what they say they want e) How to calculate the impact of a client's additional requests f) How to explain to a client what is feasible and what is not g) How to explain the impact of problems and risks h) How to involve the client in joint problem solving i) How to present answers to questions and proposals in a way that a potential client will understand 	<p>What you must be able to do</p> <ul style="list-style-type: none"> 1) Develop a relationship with the client that encourages them to ask questions 2) Agree with the client what can be expected of the project 3) Determine the client's level of understanding of the post production process and its tasks 4) Help the client understand the impact and cost of changes at different stages of work 5) Help the client understand the workflow and schedule and its dependence on their decisions and information they are expected to provide 6) When changes or extras are requested, propose solutions on which you and the client can agree cost and quality 7) Help the client identify their real needs from requests that they make 8) Base your decisions and communication to the client on the needs of their project and the expertise you can offer on post production

PP07 Monitor finance and profitability of contributions to a post production project

Overview	Knowledge & Understanding	Performance Statements
<p>This Standard is about maintaining profitability through keeping to schedule and being deliberate and calculating in making changes, solving problems and responding to clients' requests for extras</p>	<p>What you need to know</p> <ul style="list-style-type: none"> a) Performance and time demands of different stages of the workflow for a project b) Abilities and ways of working of the different contributors to a project c) Technical requirements and limitations of the project and the facilities d) Risks within the project and its workflow e) How to mitigate risks f) Ways of improving quality and speed of delivery g) How to discuss with clients the problems they have h) How to weigh costs and benefits of unplanned changes to a project 	<p>What you must be able to do</p> <ul style="list-style-type: none"> 1) Plan your work to meet cost and time requirements for your part in the workflow 2) Clarify uncertainty over what is expected 3) Identify the cost and time implications of problems in a task and how you will remedy them through changes in schedule or the product 4) Maintain your schedule unless there is an agreed exception 5) Consult with colleagues about the impact of any problems in your work on their cost and time requirements 6) Where clients or colleagues require changes or extras, identify the impact on schedule and budget 7) Where you identify ways to improve the product, identify the cost and time implications and consult with colleagues on whether to make that change 8) Identify whether additional costs can be charged for or will be absorbed 9) Identify the balance between loss of profit and maintaining the relationship with a client or reputation 10) Make decisions that increase cost or time taken or affect the product on a basis that is agreed with colleagues

PP08 Deliver a master to format

Overview	Knowledge & Understanding	Performance Statements
<p>This Standard is about ensuring that versions of the finished master are duplicated and made available and supplied on tape, film, disc or file in the formats required.</p>	<p>What you need to know</p> <ul style="list-style-type: none"> a) Requirements of project sponsors and those people and organisations that will receive masters b) Formats used in masters c) Technical standards applicable to different formats d) Procedures for converting formats e) Operation of copying equipment f) Documentation that should accompany delivered masters g) Storage and logging conventions 	<p>What you must be able to do</p> <ul style="list-style-type: none"> 1) Identify the expectations of the project sponsor and the requirements of end users 2) Ensure that finished masters are duplicated, logged and available in all formats that the project sponsor requires and end users will need 3) Where masters are not available in the required formats liaise with colleagues who can resolve the problem 4) Ensure that copying into additional formats retains the required quality of the product 5) Supply copies on tape, film, disc or file to each person or organisation as they require 6) Ensure masters are safely stored and logged 7) Check that the material you supply is complete and functioning 8) Include necessary and expected documentation 9) Check with those to whom you provide copies that their requirements are met