
Overview

This Standard is about selecting suppliers for external services or supplies, negotiating terms and managing outsourced services or supplies.

Performance criteria

- You must be able to:*
- 1 ensure that the brief or criteria for the work to be procured is accurate, realistic and has been agreed by appropriate people
 - 2 ensure that potential suppliers are adequately briefed about requirements and constraints
 - 3 select the most appropriate suppliers to meet requirements using valid, fair and realistic interpretation of information
 - 4 make sure that current and future services or supplies will meet your requirements.
 - 5 make sure that your procurement decisions can be justified and follow organisational protocols
 - 6 reach agreement with suppliers about what will be delivered by them and on what terms
 - 7 formalise your expectations using contracts or agreements with break clauses if appropriate
 - 8 make sure there are appropriate ways to communicate between your organisations and suppliers
 - 9 confirm with suppliers how you will check that their performance meets requirements
 - 10 identify and record the reasons for any failures to meet requirements
 - 11 agree any alterations with suppliers and inform them of the implications
 - 12 arrange for payment to be made promptly in line with agreed timescales and performance and record the reasons for any payment that differs from the original agreement

13 resolve any failures, record how they have been resolved and take action to stop them reoccurring in the future, seeking legal advice where necessary

Knowledge and understanding

- You need to know and understand:*
- 1 the brief, criteria, budget and schedule for the work
 - 2 the organisational protocols and procedures when procuring external services or supplies
 - 3 the key stages of a tendering process and how to manage it so that sufficient time is allowed for each
 - 4 how to minimise the disruption to client and agency business that procurement may cause
 - 5 how to define scoring criteria for supplier selection
 - 6 how estimates and tenders can be broken down to enable comparison
 - 7 parameters for key variables, potential concessions or trade-offs that could be negotiated when procuring services or supplies
 - 8 how contracts are structured and payments will be made
 - 9 standards of performance in service or supply
 - 10 acceptable change control processes and how to define them
 - 11 how to get advice about seeking redress for unsatisfactory performance, including taking legal action
 - 12 the systems for recording variations in performance and agreed corrective actions
 - 13 the legal requirements relating to working with suppliers
 - 14 contingency planning related to the procured work

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- 15 the importance of liability insurance and when it is applicable
 - 16 appropriate communication methods
 - 17 clients' opinion of suppliers used in the past

Developed by Creative Skillset

Version Number 2

Date Approved March 2019

Indicative Review Date March 2022

Validity Current

Status Original

Originating Organisation Screen Skills (formerly Creative Skillset)

Original URN SKSGW3

Relevant Occupations Media and communication; Production Managers; VFX Technician

Suite Creative Media Generic Skills

Keywords Procurement; Suppliers; Failures; Communicate
