SKSBE5

Monitor and maintain technical quality of service in broadcast and media systems engineering

Overview

"This standard is about ensuring technical quality of service.
This standard applies to a variety of broadcast and media systems including studio operation, outside broadcast, post production, distribution and transmission.
Different requirements for the technical quality of service will apply depending on how outputs will be broadcast or streamed."

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Performance criteria

You must be able to:

"1. identify technical expectations and requirements of service
2. identify quality expectations that meet broadcast or production constraints
3. provide detailed technical briefs to relevant people
4. communicate expectations about technical quality of service to those involved
5. check that quality control processes that comply with agreed procedures are in place
6. check that technical service meets specified accessibility and usability requirements
7. assess technical quality at scheduled times
8. evaluate technical quality of service against quality expectations
9. identify service that does not meet technical quality requirements
10. use diagnostic tools and techniques to identify and rectify the causes of basic faults in broadcast and media systems and equipment
11. put measures in place to rectify issues that do not meet technical quality requirements
12. check the effectiveness of measures to rectify issues with service at appropriate times
13. find solutions that are acceptable to stakeholders, when it is not possible to achieve desired technical quality of service"
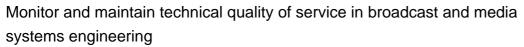
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Knowledge and understanding

You need to know and understand:

"1. the purpose, benefits, limitations and risks of the equipment and software required for broadcast and media systems

2. the differences between cloud based and on premises systems

3. the specific safety precautions to be taken when working with broadcast equipment, software, and systems

4. how to operate the broadcast and media systems, software, and equipment

5. the purpose and protocols associated with addressing using IP

6. the principles of design, architecture, development, and maintenance of networks

7. how to connect broadcast and media systems and equipment to network systems

8. the types of problem that can occur with the operation of broadcast and media systems

9. how to prioritise and solve operational problems in a timely manner

10. the diagnostic tools and techniques to use for fault finding

11. the organisational processes for ensuring security of data and systems

12. the safe systems of work and isolation for working on antennas, high voltage, power boards, switchboards, and uninterruptable power supplies

13. the technical viewing standards and professional, national, and international deliverable standards

14. the quality requirements for different final delivery broadcast or streaming methods

15. the quality checks and reviews that are in place

16. who needs to be involved with assessing or evaluating quality both within and outside the organisation

17. how to present information to others regarding technical quality

18. the constraints on technical quality including the limitations of equipment, budget, physical environment, and other production constraints

19. the relevant health, safety, environmental and broadcasting regulations, guidelines and company procedures and systems and how to obtain information on them

20. the current guidance and best practice on accessibility and usability

21. how to report and escalate problems"

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