

SKSPP06

Set and manage on-going client expectations



Overview

This Standard is about client handling: 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. This is a competence used by post production managers and artists alike.

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Performance criteria

You must be able to:

- P1 develop a relationship with the client that encourages them to ask questions
- P2 agree with the client what can be expected of the project and your part in it
- P3 determine the client's level of understanding of the post production process and its tasks
- P4 anticipate changes in the client's understanding or expectation of what is happening
- P5 help members of the client team resolve differences between them
- P6 help the client understand the feasibility, impact and cost of changes at different stages of work
- P7 help the client understand the workflow and schedule and their dependence on their decisions and information they are expected to provide
- P8 when changes or extras are requested, propose solutions on which you and the client can agree in terms of cost, process and quality
- P9 help the client identify the implications of requests that they make
- P10 base your decisions and communication to the client on the needs of their project and the expertise you can offer on post production

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Knowledge and understanding

You need to know and understand:

- K1 workflow and schedule for the project
- K2 current viewing standards and current professional, national and international deliverable standards and expressions of best practice for a range of platforms
- K3 problems and risks associated with the project
- K4 how to mitigate risks
- K5 how to understand a client's needs beyond their initial suggestions
- K6 how to calculate the impact of a client's additional requests
- K7 how to explain to a client what is feasible and what is not
- K8 how to explain the impact of problems and risks
- K9 how to involve the client in joint problem solving
- K10 how to present answers to questions and proposals in a way that a client will understand
- P11 methods of collaborative working
- K11 how to act as a moderator between people who take different points of view

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Suite	Post Production; Editing
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