

## APPRENTICESHIP STANDARD – Broadcast and Communications Technical Operator

### OCCUPATION: Broadcast and Communications Technical Operator

A Broadcast and Communications Technical Operator will be involved in the delivery of broadcast and communication services. Broadcast and Communication Technical Operators are expected to operate broadcast and communication systems to ensure services are maintained. Working in a wider team, their key duties will include media asset management and file/asset management, ensuring the integrity and security of file based content. They will also be involved in planning and preparing the technical set up for broadcast and communications, including contributions from external/internal sources. They will need to ensure that working areas are safe from hazards and that equipment is safe to use both on site and off site. They will also be involved in fault finding and problem solving, and will escalate faults as required. They will typically work for a broadcaster or media services supplier, a broadcast services supplier or broadcast equipment supplier/manufacturer. This could be located in a broadcast or operations centre, at customer premises or outdoors.

### CORE SKILLS & KNOWLEDGE Broadcast and Communications Technical Operator

| WORK ASPECTS                                 | KNOWLEDGE & UNDERSTANDING: A Broadcast and Communications Technical Operator knows and understands:   | SKILLS: A Broadcast and Communications Technical Operator is able to:  |
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| Broadcast Communication systems and networks | <ul style="list-style-type: none"> <li>• How Networks and IP can be used to deliver cost effective, efficient and quality content for broadcast/playout/online</li> <li>• The end-to-end broadcast workflow</li> <li>• How to collect, filter and analyse data</li> <li>• How to recognise faults and escalate</li> <li>• The industry standards, protocols and recommendations relevant to own role</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure the integrity and security of media content</li> <li>• Prepare agreed technical set up</li> <li>• Follow industry specified processes relating to workflows</li> <li>• Use the appropriate systems</li> <li>• Accurately monitor signals and files</li> </ul>  |
| Service Delivery                             | <ul style="list-style-type: none"> <li>• The level of service agreed for delivery</li> <li>• The agreed quality standards and how to maintain these</li> <li>• The resources required to deliver the service</li> <li>• Recognise service delivery issues and log these correctly</li> <li>• How to identify problems and establish workarounds</li> <li>• Business continuity procedures</li> </ul>            | <ul style="list-style-type: none"> <li>• Operate production, control and or monitoring systems</li> <li>• Follow incident control procedures</li> <li>• Complete incident control reports</li> <li>• Work with others to re-establish service</li> <li>• Implement agreed processes</li> <li>• Maintain accurate logging and reporting relating to operations</li> </ul> |
| Health & Safety                              | <ul style="list-style-type: none"> <li>• Workplace Health and Safety</li> <li>• How to safely use all tools and equipment</li> <li>• The risks and hazards relevant to the role</li> <li>• How to report Health and Safety issues to the appropriate personnel</li> </ul>   | <ul style="list-style-type: none"> <li>• Ensure health and safety knowledge guidelines and policies are followed at all times</li> <li>• Identify, mitigate and report any incidents or hazards to the appropriate personnel</li> <li>• Apply electrical safety procedures</li> </ul>  |

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| <b>Industry Awareness</b> | <ul style="list-style-type: none"> <li>• The regulatory environment the organisation operates in</li> <li>• Commercial pressures, deadlines, and organisational working practices</li> <li>• The history and future direction of the broadcast and communications industry</li> <li>• The need for clear, concise and discreet communication</li> </ul> | <ul style="list-style-type: none"> <li>• Develop, maintain and use professional networks</li> <li>• Develop and maintain own competence and knowledge in broadcast and communications technology operations</li> <li>• Communicate clearly and concisely using discretion when required</li> <li>• Work within budgets and timescales</li> </ul> |
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### **Behaviours**

A Broadcast and Communications Technical Operator will be expected to demonstrate:

- An ability to work effectively both individually and collaboratively as part of a team
- The ability to build and maintain positive relationships with colleagues, customers and suppliers
- A strong work ethic and commitment in order to meet the standards required
- Recognition and compliance with workplace legislation, policies and procedures
- The ability to think creatively and solve technical issues
- The ability to work under pressure within limited timescales
- Accuracy with a high degree of attention to detail
- The ability to analyse upcoming workloads, arranging and prioritising tasks as necessary

### **Qualifications**

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

### **Duration**

The apprenticeship will typically take 12 - 18 months to complete.

### **Level**

This apprenticeship is set at level 3.

### **Link to professional recognition**

This apprenticeship is a recognised qualification for Technician Membership (or equivalent) of a Professional Technical Institution and provides a route towards Professional Registration with the Technical Council at Technician level.

### **Review date**

This standard will be reviewed in three years, however, due to the fast pace of change in the industry this may be required sooner.