

Unit ID: 2266

Domain

BROADCASTING

Title: Perform user support on audio and video equipment in the broadcasting environment

Level: 4

Credits:13

Purpose

This unit standard is intended for those who perform user support on audio and video equipment in the broadcasting environment. People credited with this unit standard are able to perform optimization setups and selections of broadcast equipment for specific applications, operate and work with broadcast equipment, provide operational support to users, provide report and feedback on support issues and solve technical support problems.

This unit standard is intended for those who work in the broadcasting working environment.

Special Notes

1. Entry information:

Prerequisites:

- None

2. This unit standard will be essential to technically skilled people who work in the broadcasting environment and need to use sophisticated methods and equipment to measure broadcast transmissions.

3. This unit standard is to be delivered and assessed in the context of information and communication technology.

4. Assessment evidence may be collected from a real or a simulated workplace in which broadcasting operations are carried out.

5. Tools and equipment may include but are not limited to computer, external devices, storage devices and other and basic computer applications.

6. Performance of all elements in this unit standard must comply with industry standards.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act 2007(Act No 11, 2007)
- Regulations relating to the health and safety of employees at work under schedule 1 (2) of the Labour Act No.11 of 2007 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this sub-field may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on www.namqa.org and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Perform optimization setups and selections of broadcast equipment for specific applications

Performance Criteria

- 1.1 Broadcast equipment is explained and described in terms of their purpose and how it fits into the broadcast system.
- 1.2 Functions and application of the equipment is explained and described.
- 1.3 Software set-ups; initialisations; inputs and outputs selection; and adjustments are performed.

Element 2: Operate and work with broadcast equipment

Performance Criteria

- 2.1 Equipment in specific area of responsibility is identified and operated according to instruction.
- 2.2 Best practices or procedure are applied when operating the broadcast equipment.
- 2.3 Audio and video patch fields are utilized when routing is required.
- 2.4 Optimal performance is achieved when operating broadcast equipment.
- 2.5 Safety procedures are adhered to when handling equipment.

Element 3: Provide operational support to users

Performance Criteria

- 3.1 Operational support to the client is prompt to ensure least disruption in the workflow.
- 3.2 Practical demonstration of solutions is performed in a manner that creates an understanding of the problem and promotes the degree of technical understanding.
- 3.3 Broadcast terms and language are applied to communicate to clients and colleagues
- 3.4 Configurations are devised to meet personnel or clients' needs.

Element 4: Provide report and feedback on support issues

- 4.1 Support records are compiled, completed and filed in accordance with company requirements and procedures.
- 4.2 Clients are informed on status of problems and solutions on completion of the specific support.
- 4.3 Reporting procedures are explained and followed when feedback is given to line management.

Element 5: Solve technical support problems

- 5.1 Technical support problems are identified and evaluated for impact.
- 5.2 Responses are formulated to rectify potential technical support problems.
- 5.3 Technical support problems are identified, diagnosed and solutions are formulated.

Registration Data

Subfield:	Information and Communication Technology
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