

**SKILLS FRAMEWORK FOR MEDIA  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	General Business Management					
<b>TSC Title</b>	Contract And Vendor Management					
<b>TSC Description</b>	Manage relationships with cast, crew, vendors and clients by establishing formal contracts and evaluating performance against established expectations					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>MED-CFC-2008-1.1-1</b>	<b>MED-CFC-3008-1.1-1</b>	<b>MED-CFC-4008-1.1-1</b>	<b>MED-CFC-5008-1.1-1</b>	
		Support the drafting of contracts by researching industry norms while coordinating the documentation and storage of digital and physical records, filing and archival of physical contracts	Prepare drafts of contracts and agreements, and resolve minor contractual issues at an operational level	Manage performance levels against agreed contractual standards, and resolve complex contractual issues through investigation and analysis	Drive establishment of relationships with cast, crew, vendors and clients through establishing expectations from relationships and determining the financial viability of contracts	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Contracting process</li> <li>Performance monitoring templates and procedures</li> <li>Components of contracts and deal memos for the production cast, crew, vendors and clients</li> <li>Knowledge of local contractual laws and regulations</li> <li>Product or services knowledge and constraints of cast, crew, vendors and clients</li> <li>Documents required for approval processes</li> <li>Database management processes and techniques</li> <li>Management of contract change</li> </ul>	<ul style="list-style-type: none"> <li>Protocols for preparing contracts and deal memos for the production cast, crew, vendors and clients</li> <li>Process of customizing contracts and deal memos</li> <li>Performance monitoring processes</li> <li>Escalation procedures for handling issues</li> <li>Product or services knowledge and constraints of cast, crew, vendors and clients</li> <li>Relevant contractual and legal regulations</li> <li>Contract documentation protocols to be completed for cast, crew, vendors and clients</li> </ul>	<ul style="list-style-type: none"> <li>Techniques for managing non-conformance in service delivery</li> <li>Prevalent industry rates, fees, rentals and related contractual costs as applicable</li> <li>Legal rights and responsibilities of the organisation and the cast, crew, vendor and clients</li> <li>Implications of contractual issues on the overall organisation</li> <li>Management of contract change</li> </ul>	<ul style="list-style-type: none"> <li>Organisation, industry and legal standards on contractual matters</li> <li>Types of legal contracts for cast, crew, vendors and clients</li> <li>Contract negotiation techniques and protocols</li> <li>Standard performance requirements and conditions of contracts</li> <li>Prevalent industry rates, fees, rentals and related contractual costs as applicable</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Research industry norms and benchmarks to establish contractual terms</li> </ul>	<ul style="list-style-type: none"> <li>Prepare drafts of contracts for cast, crew, vendors and clients, providing relevant and</li> </ul>	<ul style="list-style-type: none"> <li>Define requirements for the cast, crew, vendors and clients based on the unique business requirements</li> </ul>	<ul style="list-style-type: none"> <li>Assess contract terms and determine financial viability and potential business value</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Support the preparation of contracts for cast, crew, vendors and clients, providing relevant and accurate information and clauses</li> <li>• Complete required documentation to ensure compliance with laws and regulations and local union rules</li> <li>• File all the documentation related to contracts and track changes in the agreements or conditions</li> <li>• Maintain a record of all key activities outlined in contract against the performance criteria defined</li> <li>• Maintain a database of cast, crew, vendors and clients track record</li> <li>• Identify any red flags related to non-conformance of cast, crew, vendors and clients track record</li> </ul>	<p>accurate information and clauses</p> <ul style="list-style-type: none"> <li>• Vet the contractual and legal regulations</li> <li>• Monitor activities and performance of cast, crew, vendors and clients against contract terms to identify performance problems or contractual issues</li> <li>• Inform service providers of implications of identified contractual issues</li> <li>• Resolve minor contractual or performance issues at an operational level</li> <li>• Escalate complex or significant contractual issues if they cannot be solved</li> <li>• Document changes and updates to contracts and agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Guide others on the commercial agreements in line with the services and industry norms</li> <li>• Assess need for and justify changes or modifications to contracts and agreements</li> <li>• Manage endorsed changes or modifications to contracts</li> <li>• Analyse the performance levels in line with requirements and expectations to provide performance feedback</li> <li>• Evaluate the impact of contractual issues and problems to determine if a major contractual breach has occurred</li> <li>• Identify early signs of contractual breach and manage contractual issues to mitigate risks of non-adherence</li> <li>• Resolve complex contractual issues or conflicts through investigation and analysis</li> <li>• Resolve complaints and quality or service issues with vendors to ensure smooth service delivery</li> <li>• Sustain smooth interactions and relationships with vendors or providers based on shared objectives and mutual gain</li> </ul>	<ul style="list-style-type: none"> <li>• Review justifications and anticipate potential implications of contract changes</li> <li>• Negotiate with cast, crew, vendors and clients on the changes to contracts or performance requirements</li> <li>• Endorse contract modifications beneficial to the organisation</li> <li>• Sign-off on contracts with the cast, crew, vendors and clients</li> <li>• Develop performance requirements and expectations to measure service delivery and performance</li> <li>• Evaluate overall performance of cast, crew, vendors and clients to review and endorse decisions on future contract renewal, changes or termination</li> <li>• Resolve significant, escalated contractual issues or breaches, in line with organisation interests and legal standards and rights</li> <li>• Develop strategic plans for the management of vendors</li> <li>• Devise strategies to pre-empt and address potential risks associated with the vendor relationship for risk mitigation</li> </ul>	
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