

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

TSC Category	Media Technology and Operations					
TSC Title	Master Control Room Operations					
TSC Description	Manage playout, transmission and other broadcast processes to deliver content through linear programming over broadcast networks					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	MED-MPN-1018-1.1	MED-MPN-2018-1.1	MED-MPN-3018-1.1	MED-MPN-4018-1.1	MED-MPN-5018-1.1	
	Assist in Master Control Room (MCR) operations through monitoring and tracking broadcast processes	Perform content playout and transmission as part of Master Control Room (MCR) operations	Execute Master Control Room (MCR) processes to maintain continuity and quality of broadcast operations	Lead the planning, execution and optimisation of Master Control Room (MCR) operations to meet the broadcast requirements	Evaluate and improve performance of Master Control Room (MCR) operations to meet current and future broadcast requirements	
Knowledge	<ul style="list-style-type: none"> Standard Operating Procedures (SOPs) for MCR processes Media Asset and Data Management systems, conventions and storage locations Parameters for monitoring broadcast transmission quality Documentation processes, guidelines and conventions 	<ul style="list-style-type: none"> Protocols relating to broadcast systems, software and equipment Operation of broadcast equipment pertaining to MCR operations Processes involved in MCR operations Formats required for different broadcast methods Specific safety precautions to be taken when working with broadcast equipment, software and systems Operation of broadcast automation systems Organisational processes for ensuring physical and IT security of data and systems 	<ul style="list-style-type: none"> Purpose, benefits, limitations and risks of the different equipment and software required for broadcast systems and when it is appropriate to use them End-to-end processes involved in broadcast operations Types of problems that can occur with the operation of broadcast systems Operation of broadcast automation systems Broadcast systems and signal recovery 	<ul style="list-style-type: none"> End-to-end processes involved in broadcast operations Operations planning methods and principles Process setup and automation techniques Best practices in MCR processes Design and deployment of broadcast automation processes Capabilities of broadcast automation systems Broadcast systems and signal recovery Environmental, health and safety guidelines 	<ul style="list-style-type: none"> Capabilities and limitations of in-house MCR infrastructure Best practices in MCR processes Capabilities and limitations of broadcast automation systems Regulatory requirements pertaining to broadcast operations 	
Abilities	<ul style="list-style-type: none"> Check ingested content against transmission requirements Retrieve content for playout from media libraries to store at 	<ul style="list-style-type: none"> Interpret playout and transmission requirements for the shifts or assigned periods 	<ul style="list-style-type: none"> Analyse programming plans to understand requirements for MCR operations Execute the transmission of content 	<ul style="list-style-type: none"> Plan MCR operations based on programming requirements Establish MCR processes to meet broadcast requirements 	<ul style="list-style-type: none"> Establish quality standards for MCR operations in alignment with the organisation's broadcast standards 	

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	<p>playout locations in preparation for playout</p> <ul style="list-style-type: none"> • Check satellite and terrestrial transmission signals to ensure smooth transmission • Report issues in playout or transmission for responsive diagnosis and resolution • Record events and issues in broadcast operations for reporting and evaluation • Maintain logs and timesheets for MCR operations as per established guidelines 	<ul style="list-style-type: none"> • Execute playout of content as per programming schedule • Execute playout of filler materials and make-good content to adhere to broadcast schedules and commercial requirements • Operate automation systems as required for the playout and transmission • Resolve basic issues in playout and transmission • Prepare status and performance reports for MCR operations to present to team leadership for review 	<p>for satellite and terrestrial broadcasts</p> <ul style="list-style-type: none"> • Guide the playout and transmission executed by the junior operators • Oversee the operation of automation systems for broadcast playout and transmission • Examine the output of broadcast systems to ensure compliance with specifications, regulations, standards, guidelines and procedures • Execute signal and systems recovery to maintain broadcast continuity and quality • Deploy back-up systems to maintain smooth broadcast operations • Collaborate with broadcast infrastructure engineers to diagnose issues in playout and transmission to resolve causes of failure 	<ul style="list-style-type: none"> • Enhance MCR processes to suit changes to equipment and infrastructure and to meet new broadcast requirements • Define Standard Operating Procedures (SOPs) for MCR operations as per industry best practices • Define scope for automation of processes in MCR operations • Implement automated processes to improve the efficiency and effectiveness of MCR operations • Resolve complex technical issues in MCR operations to maintain broadcast continuity • Manage signal and systems recovery in event of breakdowns and failures to restore broadcast services and quality • Manage adherence to applicable environmental, health and safety guidelines in MCR operations 	<ul style="list-style-type: none"> • Establish goals and objectives of MCR operations in alignment with broadcast objectives • Advise on technical issues in MCR operations to maintain broadcast continuity • Evaluate performance of MCR operations • Drive the deployment of automation systems to improve the efficiency and effectiveness of MCR operations 	
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