



SET ETIQUETTE COMPETENCIES

Description: the ability and understanding to behave professionally and considerately on production in order to contribute positively to the work, while not disrupting key activity

Main task	Be able to	Understand
General professional behaviour	<ol style="list-style-type: none"> 1. plan your time and arrive prepared – be early, on time is late 2. introduce yourself, and be friendly and respectful 3. prioritise tasks you are given, and identify how long each will take 4. use your initiative in your work 5. keep all sensitive information confidential 6. ask for help if you do not understand or a task is beyond your competence 	<ol style="list-style-type: none"> 1. the appropriate technical language, production and project terminology 2. the importance of speaking quietly and moving around on production carefully, avoiding wires and cables etc. 3. the importance of staying where you are supposed to be, and not leaving the production without letting someone know
Professional behaviour in pre-production	<ol style="list-style-type: none"> 1. ensure you take the time to know the call sheet 2. confirm the scope of any task and ask your line manager if unsure 3. have the correct resources for the task to hand, e.g. clothing, pen & paper 4. write out a to-do list 5. recognise when you need to collaborate with others 	<ol style="list-style-type: none"> 1. key contacts for any task you're asked to do and when to communicate 2. the scope of any task you are required to carry out including timescale 3. the information required by different colleagues at each stage 4. how to find out about requirements if any aspect of the task changes 5. the roles, responsibilities and hierarchy on production
Professional behaviour on production	<ol style="list-style-type: none"> 1. plan your time carefully in order to meet the goals of your team 2. ensure all electronic devices including mobile phones are on silent when on production, and don't run out of power 3. listen to instructions and be aware of your surroundings whilst on production, observing good industry practice 4. speak up at all stages if you do not understand any elements of the task 5. adapt to the situation quickly if any part of a task changes 6. manage your own health and safety on production 7. always speak up and tell your superior, if you don't feel safe doing a task 8. are responsible for your own workload, whilst being aware of other team members' work 9. are collaborative and willing to work as a team 	<ol style="list-style-type: none"> 1. the importance of wearing appropriate clothing, including knowing not to wear white or brightly-coloured clothing 2. how, when and who to ask questions about things you do not yet understand 3. the importance of keeping all documentation (including call sheets) safe and not left around for anyone to see as they may contain personal contact details 4. that you shouldn't approach the talent, unless asked

	<ul style="list-style-type: none"> 10. ensure you do not move equipment you are not in charge of or make corrections outside of your expertise, and stay in your department 11. show initiative, react positively to requests, always look ahead for what you can be doing 12. persevere with difficult and/or 'boring' tasks 	
Career development opportunities	<ul style="list-style-type: none"> 1. reflect on your daily, weekly and monthly experiences to learn what went well and what did not go well 2. try to identify your strengths and areas to develop further 3. ask questions and observe good practice to help develop your own understanding 4. proactively gather constructive feedback from others 	<ul style="list-style-type: none"> 1. the importance of developing skills while working on tasks and how it can positively affect your career – and the need to develop a learning plan

Also see: Networking; Communication; Team working; Planning; Understanding roles and departments