

---

## Overview

This standard is about all stages of the commissioning process from identifying the needs of the client/customer through to the delivery of the final craftwork. Commissions may include: a bespoke craftwork for an individual; small batch production runs for retail; a site specific work for a public or private space; designing and working with a company or manufacturer for a large order.

This standard is suitable for those who are self-employed, working for a sole practitioner or within a workshop or studio.

The following should be considered when working in craft:

- Safe working practices
- Ethics and sustainability

**Performance  
criteria**

- You must be able to:*
- P1 identify the client/customer's preferences
  - P2 present and discuss with the client/customer possible designs or ideas
  - P3 create a design brief
  - P4 work out appropriate pricing, time plan and payment terms
  - P5 present the design brief to the client/customer
  - P6 negotiate and agree a contract to include the price, payment terms and timeline
  - P7 adjust the design brief according to the client/customer's needs
  - P8 obtain required materials, tools and equipment
  - P9 ensure the client/customer is kept up to date throughout the process
  - P10 present or deliver the craftwork to the customer/client
  - P11 ensure the client/customer is satisfied with the craftwork
  - P12 collect payment in line with the agreed terms
  - P13 evaluate the success of the commission

## Knowledge and understanding

*You need to know and understand:*

- K1 how to identify the client/customer' preferences
- K2 how to present a drawing or sketch, working stage/rough, sample, model or prototype
- K3 how to create a design brief
- K4 how to work out appropriate pricing
- K5 how to present the design brief to the client/customer
- K6 how to negotiate a contract including price, payment terms and timeline
- K7 how to adjust design brief according to client/customer needs
- K8 how to obtain required materials, tools and equipment
- K9 how to communicate with customer/client's regularly
- K10 how to make and finish the craftwork in accordance with the contract
- K11 how to present or deliver the craftwork to the customer/client
- K12 how write an invoice
- K13 how to ensure the client/customer is satisfied with the craftwork
- K14 how to evaluate the success of the commission

## CCSCR39 - SQA Unit Code HJ0H 04

### Manage commissions for craft

---

<b>Developed by</b>	Creative & Cultural Skills
<b>Version number</b>	2
<b>Date approved</b>	February 2013
<b>Indicative review date</b>	December 2015
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Creative & Cultural Skills
<b>Original URN</b>	CCSCR39
<b>Relevant occupations</b>	Crafts, creative arts and design; Artistic and literary occupations; Blacksmith;
<b>Suite</b>	Craft (Generic); Craft (Blacksmithing);
<b>Key words</b>	commission; craft; design; deliver; monitor; communicate; blacksmith; blacksmithing;