

Qualification Specification

Level 2 Award in CCTV Operations (Public Space Surveillance) (QCF)

Qualification Number: 501/1205/3

Contents

Introduction	Page 3
Qualification Details	
Key Facts	
Qualification Overview	
Entry Guidance	
Geographical Coverage	
Special Considerations	
Qualification Structure	

How the qualification is assessed	Page 4
Progression	
Nominated Tutor Requirements	

Sector Competence	Page 5
Guidance on Delivery	
ID Requirements	

Key Skills	Page 6
Useful Websites	
Recommended Training Materials	

Unit 1: Working in the Private Security Industry	Page 7
--	---------------

Unit content	Page 9
--------------	---------------

Unit 2: Working as a CCTV Operator	Page 16
------------------------------------	----------------

Unit content	Page 19
--------------	----------------

Unit 3: Practical Operation of CCTV Equipment	Page 27
---	----------------

Unit content	Page 28
--------------	----------------

Standards of behaviour for CCTV Operatives (PSS)	Page 31
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HABC Level 2 Award in CCTV Operations (Public Space Surveillance) (QCF)

Introduction

This Qualification Specification document is designed to outline all you need to know in order to offer this qualification in your Centre. If you have any further questions, please contact your account manager.

Qualification Details

The HABC Level 2 Award in CCTV Operations (Public Space Surveillance) (QCF) has been accredited by the regulators of England, Wales and Northern Ireland (Ofqual, Welsh Government and CCEA) and is part of the Qualifications and Credit Framework (QCF).

It is supported by Skills for Security, the Sector Skills Body for the Security sector.

Key facts

- **QAN** 501/1205/3
- **Learning Aim Reference** 50112053
- **Guided learning hours (GLH)** 32*
- **Credit Value** 4
- **Assessment Method** Multiple-choice examination & practical test

*The SIA stipulate a minimum number of contact hours per unit. Please see Qualification Structure for more details

Qualification Overview

The HABC Level 2 Award in CCTV Operations (Public Space Surveillance) has been developed to meet the requirements of the Security Industry Authority (SIA). It provides the necessary skills and knowledge to apply for an SIA licence and work as a CCTV Operative. The qualification is based on the relevant SIA Specifications for Learning and Qualifications.

Entry Guidance

It is advised that learners have a minimum of Level 1 in literacy or numeracy or equivalent.

The qualification can be undertaken by learners aged 16 or over who wish to work as a CCTV Operative. However, an SIA licence cannot be applied for until the age of 18.

Geographical Coverage

The qualification is suitable for learners in England, Wales or Northern Ireland. Due to the legislative differences in Northern Ireland, a separate multiple-choice question paper will be available.

Special Considerations

HABC have measures in place to make reasonable adjustments to all qualifications and assessments, ensuring that learners with special considerations are not disadvantaged. For more information please see the Reasonable Adjustments Policy, Annex 17 of the HABC Core Manual.

Qualification Structure

This qualification is made up of three mandatory units, the details of which are included at the end of this document.

Learners must successfully complete the assessments for the units to achieve the qualification.

The SIA stipulate a minimum number of contact hours per unit. Contact hours are defined as time spent with a tutor or trainer, or during the assessment.

Unit	Unit Title	GLH	SIA minimum contact hours
1	Working in the Private Security Industry	10	5
2	Working as a CCTV Operator	14	14
3	Practical use of a CCTV System	8	8

How the qualification is assessed

This qualification is assessed through 2 multiple-choice examinations and a practical test.

Unit 1: Working in the Private Security Industry

This unit is assessed by a 25 question multiple-choice examination the duration of which is 40 minutes. To be successful, learners must achieve a score of at least 18 out of 25.

Unit 2: Working as a CCTV Operator

This unit is assessed by a 40 question multiple-choice examination the duration of which is one hour. To be successful, learners must achieve a score of at least 28 out of 40.

Unit 3: Practical use of a CCTV System

This unit is assessed by the tutor and externally moderated by HABC.

Following the assessment, a list of results will be provided to the Centre Contacts stating whether learners have passed or failed. Certificates for successful learners will be dispatched for distribution by the Centre Contacts.

Progression

Progression and further learning routes could include:

- Level 2 Certificate in Providing Security Services
- Further learning in other areas of the Private Security Industry e.g. Door Supervision or Security Guarding

Nominated Tutor Requirements

HABC require that Nominated Tutors have teaching experience and hold a qualification in the relevant subject area.

HABC Centres wishing to deliver this qualification must adhere to the SIA requirements set out in the document 'Introduction to Learning Leading Towards Licence-Linked Qualifications':

www.sia.homeoffice.gov.uk/Documents/training/modules/sia_specifications_intro.pdf

Please also see below sections on Sector Competence and Guidance on Delivery.

All Nominated Tutors delivering SIA licence-linked qualifications are required to hold a teaching qualification, many of which are listed below. Further information on equivalencies of teaching qualifications can be found at the [Standards Verification UK](#) website.

Suitable Teaching Qualifications include:

- Level 3 or 4 PTLLS or above
- Diploma or Certificate in Education
- Bachelors or Masters Degree in Education

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- City and Guilds Teachers Certificate or equivalent
 - Level 3 or 4 NVQ in Training and/or Development
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Sector Competence

Nominated Tutors delivering the learning leading to licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

Awarding Organisations may require additional information about a Nominated Tutor's occupational experience for consideration in the approval process, for example, experience of working in the private security industry or working in a role that can be mapped to the requirements of the private security industry.

To ensure that Nominated Tutors have the right occupational expertise, the SIA and Awarding Organisations require Nominated Tutors to have a minimum of **three years frontline operational experience in the last 10 years**, relevant to the area they are training.

It is also a requirement that Nominated Tutors must demonstrate to Awarding Organisations that they are keeping their own knowledge (and skills where appropriate) up to date and relevant to industry. This is best demonstrated by evidence of professional development and/or ongoing workplace experience.

Guidance on Delivery

Regarding learners whose first language is not English, the SIA, in consultation with Skills for Security, specifies the following:

“Communication in English is an integral requirement of the SIA competencies. This is made explicit in particular competence statements and in relation to the title of the Part, or Session, which deals with “Communication and Conflict Management”. Learners also need to demonstrate their competence in English in an applied context in relation to other areas of the specifications and competence needs to be considered holistically, with the aim that the learner should be able to demonstrate these same competencies effectively in the workplace. To not be able to do so could have health and safety implications for the individual, and for others, in the workplace.

For the above reasons, it would not be appropriate for learners for whom English is their second language to be provided with a scribe or reader to assist them in their assessment. To do so would also provide an unfair advantage to such learners.

Centres should be advised to carry out an initial assessment of learners to identify their particular needs at the earliest stage. In the case of learners for whom English language communication skills are a weakness (and other particular needs considerations do not apply) it would be appropriate to direct them to undertake additional learning to develop these skills.”

The SIA have stipulated contact hours and GLH. This **must** be adhered to.

Access to a CCTV Control room environment is required for Unit 3 – Practical Operation of a CCTV system. This can be a simulated or live environment. It is recommended that there a minimum of two Pan Tilt Zoom (PTZ) cameras to allow the learner to demonstrate of the assessment criteria which require tracking or locating suspects.

ID Requirements

It is the responsibility of each approved HABC Centre to have systems in place to ensure that the person taking any of the security licence-linked qualifications is indeed the person they are purporting to be.

All Centres are therefore required to ensure that each learner's photograph and formal

identification documents are checked and recorded before they are allowed to sit the examination/assessment.

The Invigilator must check all photographs supplied by the learners and ensure each is a true representation of the individual about to take the examination. Once satisfied, the Invigilator must print the learner's name on the reverse of the photograph before sticking to the adhesive film on the Identification Validation Sheet.

Please see link below for a list of documentation that the SIA will accept as proof of identification:

<http://www.highfieldabc.com/Assets/Files/HABC ID Validation Group AB.pdf>

Key Skills

Learners undertaking this qualification should be able to work at or above Level 1 Communications, Problem Solving and Working with Others.

Useful Websites

SIA

<http://www.sia.homeoffice.gov.uk/Pages/home.aspx>

Skills for Security

<http://www.skillsforsecurity.org.uk/index.php>

Home Office

<http://www.homeoffice.gov.uk/>

CCTV User group

<http://www.cctvusergroup.com/>

CCTV Image

<http://www.cctvimage.com/>

Recommended Training Materials

CCTV Operators Course Book (England and Wales) Morley, J & Walker, A & Boulton, M
Highfield.co.uk Ltd

CCTV Operators Training PowerPoint, Highfield.co.uk Ltd

Unit 1: Working in the Private Security Industry

Unit no: M/600/5174
 Level: 2
 Credit: 1
 GLH: 10

Learning Outcome	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know the purpose and main features of the private security industry	1.1 Define the main purposes of the private security industry 1.2 Identify different sectors and career opportunities within the private security industry 1.3 State the main aims of the Private Security Industry Act 1.4 Identify the main functions of the Security Industry Authority and other key bodies within the private security industry 1.5 Describe the main qualities required by security industry operatives
2. Understand the legislation that is relevant to people working in the private security industry	2.1 Identify the differences between civil and criminal law 2.2 Identify aspects of human rights legislation that are relevant to the private security industry 2.3 State the data protection principles outlined in data protection legislation 2.4 Describe types of discrimination that can occur in the workplace 2.5 Identify how equal opportunities legislation applies in the workplace
3. Understand relevant aspects of health and safety in the workplace	3.1 Outline the importance of health and safety in the workplace 3.2 Identify the main responsibilities of employees, employers and the self employed under health and safety legislation 3.3 Identify ways of minimising risk to personal safety and security 3.4 Identify typical hazards in the workplace 3.5 Describe safe methods of manual handling 3.6 Identify commonly used safety signs 3.7 Describe appropriate reporting procedures for accidents and injuries

4. Know how to apply the principles of fire safety	<ul style="list-style-type: none"> 4.1 Identify the three components that must be present for fire to exist 4.2 Describe how fire can be prevented 4.3 Identify fires by their classification 4.4 Identify the types and uses of fire extinguishers and fire fighting equipment 4.5 State appropriate responses on discovering a fire 4.6 Explain the importance of understanding fire evacuation procedures
5. Know how to deal with non-fire-related workplace emergencies	<ul style="list-style-type: none"> 5.1 Define the term 'emergency' when used in the workplace 5.2 Identify types of workplace emergencies 5.3 Identify appropriate responses to workplace emergencies 5.4 Outline the procedures for dealing with bomb threat warning calls 5.5 Identify appropriate responses to situations requiring first aid
6. Understand the principles of effective communication and customer care in the private security industry	<ul style="list-style-type: none"> 6.1 Describe the elements of the communication process 6.2 Identify methods of verbal and non-verbal communication 6.3 Identify common barriers to communication 6.4 State the importance of effective communication in the workplace 6.5 Identify different types of customers and how their needs can vary 6.6 Describe the principles of customer care

Unit Content

LO1: Know the purpose and main features of the private security industry

- The main purposes of the private security industry e.g.
 - Crime prevention and detection
 - Protection of people and property
 - Part of the extended police family/support to other agencies

- The different sectors and career opportunities within the private security industry
 - Licensed Sectors e.g.
 - Security Guarding
 - CCTV (PSS)
 - Door Supervision
 - Cash and Valuables in Transit
 - Close Protection
 - Vehicle Immobilisation
 - Other sectors e.g.
 - Event Security
 - Professional Investigators
 - Dog Handling
 - Key Holding
 - Career opportunities e.g.
 - Supervisory role
 - Management position
 - Consultancy

- The main aims of the Private Security Industry Act e.g.
 - The introduction of the SIA
 - To regulate the private security industry effectively
 - To raise standards and recognise quality service

- The main functions of the Security Industry Authority and other key bodies within the private security industry e.g.
 - The SIA
 - To regulate the private security industry effectively through licensing
 - Develop training standards for licence linked qualifications
 - To raise standards e.g. through the Approved Contractor Scheme
 - SSC/Bs
 - Develop and maintain National Occupational Standards
 - Other bodies e.g.
 - British Security Industry Association

- The main qualities required by security industry operatives e.g.
 - Compliance with SIA Code of Conduct
 - Integrity

- Communication skills
- Team working skills
- Reliability

LO2: Understand the legislation that is relevant to people working in the private security industry

- The differences between civil and criminal law
 - Criminal law e.g.
 - To deter and punish
 - Prosecutions brought by the Crown
 - Fine or imprisonment
 - Proven beyond reasonable doubt
 - Examples:
 - Theft
 - Assault
 - Robbery
 - Civil law e.g.
 - To right a wrong
 - Prosecution brought by individuals or organisations
 - Compensation
 - Proven on balance of probabilities
 - Examples:
 - Trespass
 - Negligence
 - Breach of contract
- Aspects of human rights legislation that are relevant to the private security industry
 - Human Rights Act 1998
 - Connection to the European Convention on Human Rights
 - Relevant articles
 - 2 – Right to Life
 - 6 – Right to a Fair Trial
 - 8 – Right to Privacy
 - 10 – Freedom of Expression
 - 11 – Freedom of Assembly
 - 14 – Prohibition of discrimination
- Data protection principles outlined in data protection legislation
 - The eight principles of the Data Protection Act 1998
- Types of discrimination that can occur in the workplace, for example:
 - Race

- Age
- Religion
- Sex
- How equal opportunities legislation applies in the workplace:
 - Relevant legislation, for example:
 - Sex Discrimination legislation
 - Race Relations legislation
 - Disability Discrimination legislation

LO3: Understand relevant aspects of health and safety in the workplace

- The importance of health and safety in the workplace
 - Duty of care
 - Legal compliance
 - Financial e.g. non compliance
 - Protection of employees
 - Protection of the company
- The main responsibilities of employees, employers and the self employed under health and safety legislation
 - Employee:
 - Responsibility for own actions
 - Adhere to legislation and relevant company policies
 - Employer e.g.
 - Provide safe systems of work
 - Provide safety equipment
 - Info, instruct, training and supervision provided where necessary
 - Consultation with employees
 - Self-employed e.g.
 - Ensure own work activities do not put self and others at risk
 - Responsibility for own actions
 - Adhere to legislation and relevant company policies on site
- Ways of minimising risk to personal safety and security e.g.
 - Understanding risk assessment process
 - Following policies
 - Awareness of potential hazards
 - Use appropriate PPE
- Typical hazards in the workplace, for example:
 - Slips, trips and falls
 - Manual handling
 - Fire

- Electricity
- Hazardous substances
- Lone working
- Safe methods of manual handling
 - Avoid unnecessary manual handling tasks
 - Assessing remaining tasks take in to account
 - Load
 - Individual capability
 - Task
 - Environment
- Commonly used safety signs
 - Types, for example:
 - Mandatory e.g.
 - Hearing protection zones
 - Prohibition e.g.
 - No smoking
 - Warning e.g.
 - Slippery floor
 - Safe conditions e.g.
 - First aid point
- Appropriate reporting procedures for accidents and injuries
 - Accident book completed promptly
 - Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) e.g.
 - What must be reported
 - How to report
 - Who to report to

LO4: Know how to apply the principles of fire safety

- The three components that must be present for fire to exist
 - The fire triangle
 - Heat
 - Fuel
 - Oxygen
- How fire can be prevented
 - Physical structure of the building e.g. fire doors
 - Waste management/good housekeeping
 - Monitoring ignition sources

- Classification of fires
 - A – Carbonaceous e.g. paper
 - B – Flammable liquids e.g. petrol
 - C – Flammable gases e.g. methane
 - D – Metals e.g. magnesium
 - F – Cooking oils and fats
 - Electrical

- Types and uses of fire extinguishers and fire fighting equipment
 - Types of extinguishers, for example:
 - Water - A
 - Foam - A and B
 - CO² - B
 - Dry Powder – A, B and C
 - Wet chemical - F
 - Other equipment:
 - Blankets
 - Sprinkler systems

- Appropriate responses on discovering a fire
 - Raise the alarm
 - Call emergency services
 - Evacuate the premises

- The importance of understanding fire evacuation procedures
 - Speed of evacuation
 - Assist the emergency services
 - Keep self and others safe
 - Confirm evacuation

LO5: Know how to deal with non-fire-related workplace emergencies

- What is an 'emergency' in the workplace:
 - An unexpected occurrence
 - A threat to people and property
 - Requires immediate action

- Types of workplace emergencies:
 - System failure
 - Serious illness
 - Adverse weather conditions
 - Bomb threat

- Appropriate responses to workplace emergencies:
 - Adhere to company policies and procedures

- Keep calm
- Prioritisation of incidents
- Ensure safety to self and others
- Procedures for dealing with bomb threat warning calls:
 - Correction information to take down
 - Who to inform
 - Reporting of incident
- Appropriate responses to situations requiring first aid
 - Call appointed person
 - Call the emergency services

LO6: Understand the principles of effective communication and customer care in the private security industry

- Elements of the communication process e.g.
 - Sender/Receiver model
 - Sender, Encode, Message, Decode, Receiver
 - Removing blocks to communication
- Methods of verbal and non-verbal communication
 - Verbal
 - Speaking
 - Tone
 - Listening
 - Non-verbal
 - Gestures
 - Body language and stance
 - Image
 - Facial expressions
 - Written communication
- Common barriers to communication
 - Physical e.g.
 - Distance
 - Noise
 - Physical barriers
 - Emotional
 - Nervousness
 - Frustration
 - Anger
 - Aggression
 - Other
 - Language barriers

- Drugs/alcohol
- Mental illness

- The importance of effective communication in the workplace
 - Good impression
 - Get the job done
 - Reduce conflict

- Different types of customers and how their needs can vary
 - Internal customers
 - External customers
 - Diverse customer needs
 - Different values

- The principles of customer care
 - Being professional
 - Being approachable
 - Showing concern
 - Leaving customers satisfied

Unit 2: Working as a CCTV Operator

Unit no: A/600/7381

Level: 2

Credit: 2

GLH: 14

Learning Outcome	Assessment Criteria
<i>The learner can:</i>	<i>The learner will:</i>
1. Understand CCTV Codes of Practice, Operational Procedures and Guidelines	1.1 Identify the purpose of codes of practice, operational procedures and guidelines 1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations. 1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and the public. 1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator 1.5 State why the control room is kept as a secure environment 1.6 Identify the key features of access control systems 1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room 1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators
2. Understand relevant Legislation and how it impacts on CCTV operations	2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator 2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator 2.3 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation 2.4 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations 2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation 2.6 Explain the main provisions of Freedom of Information legislation

	<p>2.7 State how Freedom of Information legislation differs from Data Protection legislation</p> <p>2.8 Identify how Display Screen Regulations impact on the role of the CCTV operator</p> <p>2.9 Identify the causes, key indicators and means of alleviating stress</p>
<p>3. Understand the Roles and Responsibilities of the CCTV Operator and other CCTV Staff</p>	<p>3.1 Describe the purpose of a CCTV system</p> <p>3.2 Identify the main roles and responsibilities within a typical CCTV control room team</p> <p>3.3 State the importance of accurate and timely communication up and down the reporting chain</p> <p>3.4 Explain the importance of sharing information between the team and other agencies</p> <p>3.5 Explain the importance of the continuity of evidence</p> <p>3.6 Identify the responsibilities of the operator to produce statements and give evidence in court</p> <p>3.7 State the importance of accurate and detailed note taking and record keeping</p>
<p>4. Understand the characteristics of a CCTV system</p>	<p>4.1 Identify the main components of the CCTV system</p> <p>4.2 Describe the main types of CCTV cameras and mountings</p> <p>4.3 Describe how technologies such as ANPR, Biometrics, Visual Recognition, Digital Recording are used with CCTV equipment</p> <p>4.4 Explain the importance of dedicated communication links with third parties</p>
<p>5. Understand how to make effective use of CCTV equipment</p>	<p>5.1 Identify the main types of incidents that a CCTV operator may assist with</p> <p>5.2 Identify typical crime hot spot locations</p> <p>5.3 Describe how local crime and disorder issues affect CCTV operations</p> <p>5.4 Explain how CCTV operators interact with third parties during an incident</p> <p>5.5 Identify the appropriate options available to the CCTV operator when the law is broken</p> <p>5.6 Identify ways in which the CCTV operator can assist the statutory enforcement agencies</p> <p>5.7 Describe how to recognise an Improvised Explosive Device (IED)</p>

	<p>5.8 Explain how CCTV can assist external agencies during a bomb alert</p> <p>5.9 Explain the reasons for and methods of target selection including equality issues</p>
<p>6. Understand Emergency Procedures in the CCTV Control Room</p>	<p>6.1 State actions to be taken in the event of a access control systems failure</p> <p>6.2 State the actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room</p> <p>6.3 State the actions to be taken if a suspicious object is found in the CCTV control room</p> <p>6.4 State the actions to be carried out if an evacuation is ordered</p> <p>6.5 State the procedures to be followed on re-occupying the CCTV control room after an evacuation</p>

Unit Content

LO1. Understand CCTV Codes of Practice, Operational Procedures and Guidelines

- The purpose of codes of practice, operational procedures and guidelines:
 - Sources of information, for example:
 - Information Commissioner
 - In-house operational procedures
 - Purpose, for example:
 - To comply with the law
 - Protection for the operator/owner
 - To ensure best practice
 - Consistency across systems
- The impact of codes of practice, operational procedures and guidelines on CCTV operations:
 - Improvements to training
 - Reduction of malpractice/complaints
- The value of codes of practice, operational procedures and guidelines to partners, agencies and the public
 - Partners, for example:
 - Ensures clear guidelines for operation
 - Better coordination across partners
 - Agencies, for example:
 - Better working relationships
 - Improved footage for evidence
 - The Public, for example:
 - Accountability
 - Public confidence
- How the term “confidentiality” applies to the role of a CCTV operator:-
 - Who has access to data and/or systems
- Why the control room is kept as a secure environment:
 - Protection of data
 - Protection of systems
 - Personal safety of workers
- The key features of access control systems, for example:
 - Cameras
 - Swipe systems
 - Intercoms
- The requirements for dealing with authorised and unauthorised visitors to the CCTV control room
 - Authorised, for example:

- CCTV Operators:
 - Signing in/out procedures
 - ID Checks
 - Unauthorised:-
 - Permission must be granted
- The operator's responsibilities within the SIA Standards of Behaviour for CCTV Operators
 - Appearance
 - Professional attitude and skills
 - General conduct
 - Organisation, company values and standards

LO2. Understand relevant Legislation and how it impacts on CCTV operations

- How Data Protection legislation impacts on the role of the CCTV operator
 - 8 Principles
 - Key points:
 - Correct use of signage
 - System registered with ICO
 - Data collection requirements
 - Data Controller role:-
 - Determines the purposes for which and how the data is processed
- How Human Rights legislation impacts on the role of the CCTV operator
 - European Convention on Human Rights
 - Key points:
 - Necessity
 - Proportionality
 - Right to privacy
 - Infringements
 - Key articles:
 - 6 – Right to a fair trial
 - 8 – Right to a private and family life
 - 14 – Prohibition of Discrimination
- The different types of surveillance described by the Regulation of Investigatory Powers legislation
 - Key types:
 - Covert
 - Overt
 - Directed
 - Intrusive

- How the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations
 - Key points:
 - Requests for surveillance
 - Authorisation required, for example:-
 - For covert surveillance
 - RIPA vs DPA legislation, for example:
 - Definition of covert

- Authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation
 - Covert – e.g. Inspector or above
 - Directed – e.g. Chief Executive or an organisation
 - Intrusive – e.g. Police or similar body

- How the main provisions of Freedom of Information legislation impact on CCTV operations
 - Key points, for example:
 - Type of information that can be requested
 - Who can request information
 - How information must be requested
 - ICO Code of Practice and guidance

- How Freedom of Information legislation differs from Data Protection legislation
 - Types of information affected, for example:
 - FOI - Organisational data
 - Data Protection – Personal data only

- How Display Screen Regulations impact on the role of the CCTV operator, for example:
 - Correct workstation set up
 - Correct lighting
 - Regular eye tests

- The causes, key indicators and means of alleviating stress
 - Causes:
 - Work related
 - Non-work related
 - Indicators:
 - Physical
 - Emotional
 - Alleviating:
 - Stress management techniques
 - Exercise
 - Healthy diet
 - Relaxation techniques

LO3. Understand the Roles and Responsibilities of the CCTV Operator and other CCTV Staff

- The purpose of a CCTV system, for example:
 - Crime reduction
 - Promoting safety
 - Reducing anti-social behaviour
 - Detection
 - Gathering footage for use as evidence
- The main roles and responsibilities within a typical CCTV control room team:-
 - Operator, for example:
 - Incident reporting
 - Operate equipment correctly
 - Handling evidence in accordance with guidelines
 - Supervisor, for example:
 - Supervises team on a day to day basis
 - Manager
 - Ensure compliance with policies and procedures
 - Owner
 - Data Controller
- The importance of accurate and timely communication up and down the reporting chain, for example:
 - Compliance with legislation and/or policies and procedures
 - Dealing with incidents effectively
 - Production of footage suitable as evidence
 - Audit trail maintained
- The importance of sharing information between the team and other agencies, for example:
 - Prompt response to incidents
 - Gathering evidence/maintain continuity of evidence
 - Audit trail maintained
- The importance of the continuity of evidence, for example:
 - Ensuring admissibility/integrity of evidence
 - Audit trail maintained
- The responsibilities of the operator to produce statements and give evidence in court, for example:
 - Types of evidence
 - Direct/Real – What was seen or heard
 - Primary – Original items or documents
 - Secondary – Copies of primary evidence
 - Requirements of a witness statement

- Chronological sequence of the events
 - Identify people, events etc.
 - Attend court when required
- The importance of accurate and detailed note taking and record keeping e.g.
 - Compliance with legislation and/or policies and procedures
 - Continuity of evidence
 - Effective handover

 - Audit trail maintained

LO4. Understand the characteristics of a CCTV system

- The main components of the CCTV system, for example:
 - Cameras
 - Controls
 - Monitors
 - Recording equipment, for example:
 - DVD
 - Video
 - Degausser

- The main types of CCTV cameras and mountings, for example:
 - Pan Tilt Zoom
 - Dome
 - Mobile
 - Fixed
 - Analogue
 - Digital

- How technologies such as ANPR, Biometrics, Visual Recognition and Digital Recording are used with CCTV equipment
 - Automatic Number Plate Recognition (ANPR)
 - Identification of vehicles
 - Biometrics
 - Retina recognition
 - Visual recognition
 - Recognition of clothing
 - Digital recording
 - Recorded onto hard drive

- The importance of dedicated communication links with third parties
 - Types, for example:
 - Radio
 - Direct police links

- Links with partnerships e.g. Pubwatch
- Importance, for example:
 - Managing incidents effectively
 - Audit trail maintained

LO5. Understand how to make effective use of CCTV equipment

- The main types of incidents that a CCTV operator may assist with, for example:
 - Civil or criminal activity
 - Anti Social Behaviour
 - Crowd management
- Typical crime hot spot locations, for example:
 - Near to licensed premises
 - Car parks
 - Cash machines and banks
 - Retail outlets
- How local crime and disorder issues affect CCTV operations, for example:
 - Targeting specific issues
 - Collaboration with third parties/other agencies
- How CCTV operators interact with third parties during an incident, for example:
 - Receiving and acting on information
 - Providing accurate descriptions
 - Monitoring
- The appropriate options available to the CCTV operator when the law is broken
 - Inform appropriate agency
 - Use of real time recording
- Ways in which the CCTV operator can assist the statutory enforcement agencies:
 - Relevant agencies, for example:
 - Police
 - Fire
 - HMRC
 - Trading Standards
 - Types of assistance, for example:
 - Monitoring
 - Searching/Observation
 - Recording relevant footage for evidence
- How to recognise an Improvised Explosive Device (IED)
 - Possible indicators, for example:
 - Suspicious letter/parcel

- Unattended items
 - People - inappropriate clothing or behaviour
 - Vehicles – location/driver behaviour
- How CCTV can assist external agencies during a bomb alert
 - Searching:
 - For devices
 - For suspects
 - Crowd control
 - Recording relevant footage for evidence
- The reasons for, and methods of, target selection including equality issues
 - Request from agencies
 - Justification
 - Known individual
 - Awareness of relevant legislation, for example:
 - Human Rights – the right to privacy
 - Data Protection – data not kept longer than necessary

LO6. Understand Emergency Procedures in the CCTV Control Room

- Actions to be taken in the event of an access control systems failure, for example:
 - Adherence to relevant policies and procedures:
 - Contingency plans
 - Reporting to relevant agencies
 - Adherence to health and safety requirements
 - Maintaining integrity of evidence
- Actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room:
 - Adherence to relevant policies and procedures, for example:-
 - Contingency plans
 - Search procedures
 - Evacuation procedures
 - Report to relevant agencies
- Actions to be taken if a suspicious object is found in the CCTV control room:
 - Adhere to relevant policies and procedures, for example:
 - Informing relevant agencies
 - Contingency plans
 - Evacuation procedures
- Actions to be carried out if an evacuation is ordered
 - Adhere to relevant policies and procedures, for example:

- Informing relevant agencies
 - Contingency plans
 - Evacuation procedures
- Procedures to be followed on re-occupying the CCTV control room after an evacuation, for example:
 - Adhere to relevant policies and procedures e.g.
 - Await authority to re-enter the room
 - Check the CCTV system
 - Re-establish communications with relevant agencies
 - Report the incident

Unit 3: Practical Operation of CCTV Equipment

Unit no: H/600/7388
 Level: 2
 Credit: 1
 GLH: 8

Learning Outcome	Assessment Criteria
<i>The learner can:</i>	<i>The learner will:</i>
1. Be able to operate CCTV Equipment	1.1 Carry out functional checks of the CCTV system 1.2 Explain equipment fault reporting procedures 1.3 Demonstrate appropriate use of keypads and joysticks to operate cameras, monitors and associated equipment 1.4 Demonstrate how to overcome poor weather, lighting and positioning 1.5 Produce images of sufficient quality for evidential purposes 1.6 Record images onto storage media in an evidentially sound manner 1.7 Complete relevant documentation associated with an incident
2. Be able to demonstrate operational use of a CCTV System	2.1 Demonstrate correct radio procedures with a third party 2.2 Explain how to work with the control room team to deal with multiple incidents 2.3 Identify body language and behaviours that could indicate unusual or suspicious activity 2.4 Give clear and accurate descriptions of people, vehicles and events 2.5 Locate and track a suspect who is on foot or in a vehicle 2.6 Use cameras to view a suspect entering or leaving an area 2.7 Carry out lost contact drills 2.8 Use cameras to search the outside of buildings, streets and open spaces for suspected IEDs

Unit Content:

LO1. Be able to operate CCTV Equipment

- Functional checks of the CCTV system
 - Equipment, for example:
 - Cameras
 - Recording equipment
 - Communication equipment
 - What to check for, for example:
 - Image quality
 - Equipment
 - How often, for example:
 - Routine checks at handover
 - In depth checks at prescribed intervals

- Equipment fault reporting procedures, for example:
 - Report faults in accordance with relevant policies and procedures:
 - Who to inform
 - Ensure records are kept

- Appropriate use of keypads and joysticks to operate cameras, monitors and associated equipment
 - Operation of cameras, for example:
 - Use of joysticks
 - Use of keypads
 - Use of monitors
 - Use of other associated equipment

- How to overcome poor weather, lighting and positioning
 - Use of cameras, for example:
 - PTZ
 - Switch to monochrome
 - Use alternative views
 - Report poorly positioned cameras

- Produce images of sufficient quality for evidential purposes
 - HOSDB guidelines on image size, for example:
 - Monitoring
 - Detection
 - Recognition
 - Identification
 - People vs vehicles
 - Use of real time recording
 - Ensure part of audit trail

- Record images onto storage media in an evidentially sound manner

- Types of storage media, for example:
 - Analogue – onto tape
 - Digital – onto hard drive
 - Adherence to relevant policies and procedures
 - Correct labelling and identification
 - Copies made appropriately
 - Audit trail maintained
- Complete relevant documentation associated with an incident
 - Adherence to relevant policies and procedures:
 - Incident report
 - Handover of footage
 - Witness statement, if required

LO2. Be able to demonstrate operational use of a CCTV System

- Correct radio procedures with a third party, for example:
 - Use of NATO phonetic alphabet
 - Avoidance of personal names
- How to work with the control room team to deal with multiple incidents, for example:
 - Best practice with available equipment
 - Prioritisation of incidents
 - Clear communication
- Body language and behaviours that could indicate unusual or suspicious activity:
 - Body language, for example:
 - Gestures
 - Unusual movement
 - Disguising face
 - Repeated sightings
 - Unusual crowds/groups of people
- Give clear and accurate descriptions of people, vehicles and events
 - People, for example:
 - Gender
 - Ethnicity
 - Appearance
 - Vehicles, for example:
 - Make
 - Model
 - Registration
 - Events, for example:
 - Observations at the time

- Locate and track a suspect who is on foot or in a vehicle
 - Use of cameras, for example:
 - Using multiple cameras
 - Working with other operators
 - Using zoom to identify suspects
 - Use of real time recording

- Use cameras to view a suspect entering or leaving an area
 - Use of cameras, for example:
 - PTZ
 - Working with other operators

- Carry out lost contact drills, for example:
 - Last known position
 - Using multiple cameras
 - Working with other operators
 - Systematic search procedure

- Use cameras to search the outside of buildings, streets and open spaces for suspected IEDs:
 - Recognising IEDs
 - Using multiple cameras
 - Appropriate positioning of cameras
 - Working with other operators

Standards of Behaviour for CCTV Operatives (PSS)

Personal Appearance

An operator should at all times:

- Wear clothing, which is smart, presentable and is in accordance with the employer's guidelines.
- Be in possession of his/her Security Industry Authority licence whilst on duty.

Professional Attitude & Skills

When on duty, an operator should:

- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the CCTV Operator's (PSS) responsibility.
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.
- Be fit for work and remain alert at all times.

General Conduct

In carrying out his/her duty, an operator should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or un-prescribed drugs.
- Not display preferential treatment towards individuals.
- Never abuse his/her position of authority.
- Never bring unauthorised equipment into the control room.
- Never remove equipment from the control room without authorisation.
- Comply fully with employer's codes of practice and guidelines.

Organisation/Company Values and Standards

An operator should:

- Comply with the employer's policies, procedures and objectives

Where a contracting company is operating a CCTV system for a systems owner, policies, procedures and objectives should be agreed as part of the contract before taking over responsibility for the CCTV system.