Qualification Specification

Highfield Level 2 International
Award in CCTV Operations
(Public Space Surveillance)

Version 3.0   July 2019

Contents

Highfield Level 2 International Award in
CCTV Operations (Public Space Surveillance)

Introduction

This specification 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 Centre manager.

Qualification Details

The Highfield Level 2 International Award in CCTV Operations (Public Space Surveillance) has been developed by Highfield, the UK and Middle East's leading supplier of safety and compliance-based qualifications.

Key Facts

Duration:	32 (4 days)
Assessment Method:	Please see Guidance on Assessment for details

Qualification Overview

This qualification has been developed for learners who want to pursue a career in the security sector as a CCTV (Public Space Surveillance) operative.

The qualification has been designed with sector experts specifically for international learners who wish to become CCTV operatives. It has taken into account recognised best practice principles of CCTV operation in public spaces. The qualification provides an excellent basis for preparing international learners who may wish to undertake further CCTV Operation qualifications

Important Note: Highfield recommends that you contact the relevant Government Department in the country that you want to deliver this qualification, to ensure that local laws are being adhered to and that there are no additional approval requirements. It may be that you are required to register as a training provider within the country itself. Highfield MEA approves centres based on its own criteria but does not represent any other organisations or departments.

Entry Requirements

Centres are responsible for ensuring learners can meet the necessary standard of language in which the course is being delivered.

This qualification is approved for delivery to learners aged 18 + although this may be reduced to 16+, if permitted in the country where the qualification is being delivered.

Qualification Structure

There are 3 units that the learner must achieve in order to attain the qualification.

- Unit 1 International Working in the Security Industry
- Unit 2 International Working as a CCTV Operator in the Security Industry
- Unit 3 International Practical Operation of CCTV Equipment.

See Appendix 1 for detailed content

Delivery and Assessment Ratios

In order to effectively deliver and assess this qualification, it is recommended that Centres do not exceed the ratio of 1 qualified tutor to 12 learners in any one instance. If Centres wish to increase this ratio, they must first request approval from Highfield.

Guidance on Delivery

It is recommended that the full qualification is delivered over a 4 day period; however the delivery programme may be adjusted in accordance with learners' needs and / or local circumstances

Guidance on Assessment

Details on assessment for each of the units are below:

Unit 1: International Working in the Security Industry
This unit is assessed by a 20 question multiple-choice examination, the duration of which is one hour. To be successful, learners must achieve a score of at least 14 out of 20.

Unit 2: International Working as a CCTV Operator in the Security Industry
This unit is assessed by a 30 question multiple-choice examination, the duration of which is one hour. To be successful, learners must achieve a score of at least 21 out of 30.

Unit 3: International Practical Operation of CCTV Equipment
This unit is assessed by the tutor and will be externally moderated by Highfield. An assessment checklist for tutors to use is available from the Highfield website.

Following the assessment, a list of results will be provided to the centre contact stating whether learners have passed or failed, and certificates will be dispatched for distribution by the centre contact

Centre Requirements

In order to effectively deliver this qualification, Centres are required to have access to suitable training facilities that support learning and assessment taking place including:
- Classroom with suitable seating and desks ; and
- A projector or something similar, if using a PowerPoint presentation slides.

In addition to this, Centres must have access to a CCTV control-room environment, as this will not only support delivery but is required for the practical assessment of Unit 3: Practical Operation of CCTV Equipment within the Private Security Industry.

Centres must have a CCTV system with Pan Tilt Zoom (PTZ) cameras and associated recording and monitoring equipment. The (PTZ) cameras allow the learner to demonstrate the assessment criteria

that requires tracking or locating suspects.

Validity

This qualification has been developed for learners outside of the UK.

Tutor Requirements

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

Suitable Subject Area Qualifications may include:
- Degree or Dip. HE in a related subject such as:
  - Security
  - Security Management
- Another Highfield approved qualification (or experience) deemed relevant.

Suitable Teaching Qualifications include:
- Highfield Level 3 International Award in Delivering Training (IADT)
- Level 3 or 4 Education and Training (QCF) or equivalent
- Diploma or Certificate in Further and Higher Education
- Bachelors or Masters Degree in Education
- City & Guilds Teachers Certificate, or equivalent
- Level 3 or 4 NVQ in Training and/or Development
- Proof of at least 30 hours of formal training in any subject.

Any country specific qualification that is not included above will be reviewed on application by Highfield subject matter experts.

Reasonable Adjustments and Special Considerations

Highfield Qualifications has measures in place for learners who require additional support. Reasonable adjustments such as additional time for the exam; assistance during the exam such as using a scribe or a reader, is available upon approval from Highfield. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance on this.

www.highfieldinternaional.com/download

ID Requirements

All learners must be instructed to bring photographic identification to the assessment to be checked by the tutor/assessor. This instruction should have given ahead of the course/assessment when the learner registers and/or with any pre-course materials.

It is the responsibility of the Centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All Centres are therefore required to ensure that each learner's identification is checked before they are allowed to sit the examination/assessment and write the type of photo identification provided by each learner on the Learner List under "Identification Provided". Highfield will accept the following as proof of a learners Identity:

- National identity card (e.g. Emirates card);
- Valid passport (any nationality);
- Signed photo card driving licence;
- Valid warrant card issued by police, local authority or equivalent; or
- Other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card.

For more information on learner ID requirements, please refer to the Highfield Examination and Invigilation Regulations within the Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 2 International Award in CCTV Operations (Public Space Surveillance)
- Highfield Level 2 International Award in Security Guarding
- Highfield Level 3 International Certificate in Close Protection

Useful websites

- www.Highfieldproducts.com (Highfield Products)
- www.Highfieldqualifications.com (Highfield Qualifications)
- www.Highfieldinternational.com (Highfieldabc MEA)

Recommended Training Materials

- *Tyerman, G & Walker, A, Working as a CCTV Operator Course Book, Highfield International Ltd*
- *Working as a CCTV Operator PowerPoint, Highfield International Ltd*

Appendix 1

Unit 1   **International Working in the Security Industry**

Level: 2
Duration: 10

Learning Outcomes	Assessment Criteria
The learner will:	*The learner can:*
1. **Know the purpose and main features of the security industry**	1.1 Define the main purposes of the security industry 1.2 Name different roles within the security industry 1.3 Describe the main qualities required by security officers
2. **Understand relevant aspects of health and safety in the workplace**	2.1 Outline the importance of health and safety in the workplace 2.2 State the main responsibilities of employees, employers in respect of health and safety 2.3 Identify ways of minimising risk to personal safety and security 2.4 Identify typical hazards in the workplace 2.5 Describe appropriate procedures for dealing with accidents and injuries
3. **Know how to apply the principles of fire safety**	3.1 Name the three components that must be present for fire to exist 3.2 Describe how to reduce the risk of fire 3.3 State the different type of fires 3.4 Identify the types of firefighting equipment 3.5 State which equipment is used on each type of fire 3.6 Describe how to use firefighting equipment 3.7 State responses on discovering a fire 3.8 Explain fire evacuation procedures
4. **Know how to deal with workplace emergencies**	4.1 Define the term 'emergency' when used in the workplace 4.2 State types of workplace emergencies 4.3 Describe appropriate responses to workplace emergencies 4.4 State appropriate responses to situations requiring first aid
5. **Understand the principles of effective communication**	5.1 Describe the communication process 5.2 Describe methods of verbal communication 5.3 Describe methods of non-verbal communication 5.4 State common barriers to communication 5.5 State the importance of effective communication in the workplace
6. **Understand the principles of customer care in the security industry**	6.1 Describe the principles of customer care 6.2 Identify different types of customers 6.3 State how customer needs can vary

Amplification of Standards

During the delivery of this programme, Centres are to ensure the following elements are taught within the learning programme:

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

- The main purposes of the security industry:
    - crime prevention and detection
    - protection of people and property
    - support to other organisations.

- The different roles within the security industry:
    - Security Guarding
    - CCTV
    - Door Supervision
    - Cash and Valuables in Transit
    - Close Protection.

- The main qualities required by security industry officers:
    - compliance with Code of Conduct
    - integrity
    - communication skills
    - team working skills
    - reliability

LO2: 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 eg non compliance
    - protection of employees
    - protection of the organisation.

- The main responsibilities of employees and employers and under health and safety:
    - employee
        - responsibility for own actions
        - adhere to organisational policies
    - employer
        - provide safe systems of work
        - provide safety equipment
        - instruction, training and supervision
        - liaison with staff.

- Ways of minimising risk to personal safety and security:
    - understanding risk assessment process
    - following policies
    - awareness of potential hazards
    - use appropriate Personal Protection Equipment (PPE).

- Typical hazards in the workplace:
    - slips, trips and falls

- o manual handling
- o fire
- o electricity
- o hazardous substances
- o lone working.
- Appropriate reporting procedures for accidents and injuries:
  - o what must be reported
  - o how to report
  - o who to report to.

LO3: Know how to apply the principles of fire safety
- The three components that must be present for fire to exist (the fire triangle):
  - o heat
  - o fuel
  - o oxygen.
- How to reduce the risk of fire:
  - o physical structure of the building: fire doors
  - o waste management
  - o good housekeeping
  - o monitoring ignition sources.
- Types of fires:
  - o different categories
  - o carbon based eg paper
  - o flammable liquids eg petrol
  - o flammable gases eg methane
  - o metals eg magnesium
  - o cooking oils and fats
  - o electrical
- Types of firefighting:
  - o types of extinguishers
    - ▪ water
    - ▪ foam
    - ▪ CO_2
    - ▪ dry powder
    - ▪ wet chemical
  - o other equipment:
    - ▪ blankets
    - ▪ sprinkler systems.
- Uses of firefighting equipment:
  - o types of extinguishers
    - ▪ water - carbon based: eg wood, paper
    - ▪ foam – carbon based and flammable liquids
    - ▪ CO_2 – flammable liquids, electrical
    - ▪ dry powder – carbon based, flammable liquids and flammable gases
    - ▪ wet chemical – cooking oils and fats.
  - o other equipment
    - ▪ blankets – Cooking Oils, Fats
    - ▪ sprinkler systems – usually water based for carbon based fires.
- Describe how to use firefighting equipment:
  - o how to operate
  - o safety considerations.

- Responses on discovering a fire:
    - raise the alarm
    - call emergency services
    - evacuate the premises.
- Fire evacuation procedures:
    - speed of evacuation
    - assist the emergency services
    - keep self and others safe
    - confirm evacuation.

LO4: Know how to deal with 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
    - suspicious items/bomb threats.
- Appropriate responses to workplace emergencies:
    - adhere to company policies and procedures
    - keep calm
    - prioritisation of incidents
    - ensure safety to self and others
    - correct information to take down for bomb threat calls
    - who to inform
    - reporting of incident.
- Appropriate responses to situations requiring first aid:
    - call appointed person
    - call the emergency services.

LO5. Understand the principles of effective communication
- Communication processes:
    - sending the message
    - content of message
    - person receiving the message.
- 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
        - 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.

LO6. Understand the principles of customer care in the security industry
- The principles of customer care:
  - being professional
  - being approachable
  - showing concern
  - leaving customers satisfied.
- Different types of customers:
  - internal customers
  - external customers.
- How customer needs vary:
  - range of needs – different nationalities, religions and ages
  - different values.

Unit 2   International Working as a CCTV Operator in the Security Industry

Level: 2
Duration: 14

Learning Outcomes	Assessment Criteria
The learner will:	*The learner can:*
1. **Understand CCTV Codes of Practice and Operational Procedures:**	1.1 Describe the purpose of a CCTV system 1.2 Define the purpose of Codes of Practice 1.3 Define the impact of Codes of Practice 1.4 Define the purpose of Operational Procedures 1.5 Define the term 'confidentiality' as it applies to the role of a CCTV operator 1.6 State why the control room is kept as a secure environment 1.7 State the key features of access control systems
2. **Understand the roles and responsibilities of the CCTV Operator:**	2.1 Identify the main roles and responsibilities within a typical CCTV control room team 2.2 State the importance of effective communication with the team. 2.3 State the importance of effective communication with third parties 2.4 Explain the importance of protecting evidence. 2.5 State the responsibilities of the operator to produce statements. 2.6 State the requirements of a witness statement 2.7 State how to deal with visitors to the CCTV control room
3. **Understand the characteristics of a CCTV system:**	3.1 Identify the main components of the CCTV system. 3.2 Describe types of CCTV cameras 3.3 Describe technologies related to CCTV
4. **Understand how to maintain the quality of CCTV equipment:**	4.1 Identify the functional checks required when using a CCTV system 4.2 State how to operate CCTV equipment
5. **Know how to use a CCTV system:**	5.1 State correct radio procedures to use with a third party 5.2 Describe how to prioritise activities when dealing with multiple incidents 5.3 Describe how to use cameras to view and track a suspect entering or leaving an area 5.4 State how to carry out lost contact drills 5.5 Identify body language and behaviours that could indicate unusual or suspicious activity 5.6 State how to use cameras to search the outside of buildings, streets and open spaces for suspicious items
6. **Understand how to make effective use of CCTV**	6.1 Describe how to produce images of sufficient quality for evidential purposes

equipment when dealing with incidents:	6.2 Identify the main types of incidents that a CCTV operator may assist with
	6.3 Explain how CCTV operators interact with third parties during an incident
	6.4 State the importance of sharing information
	6.5 Describe how to recognise an Improvised Explosive Device (IED)
	6.6 Explain how CCTV can assist external agencies during a security alert
7. Understand Emergency Procedures in the CCTV Control Room:	7.1 State the actions to be taken in the event of a systems failure
	7.2 State the actions to be taken if a suspicious object is found in the CCTV control room
	7.3 State the actions to be carried out if an evacuation is ordered
	7.4 State the procedures to be followed on re-occupying the CCTV control room after an evacuation
8. Know how to complete documentation relating to the use of CCTV:	8.1 Identify documentation completed in relation to the use of CCTV
	8.2 State how to complete documentation related to the use of CCTV
	8.3 State the importance of accurate and detailed note taking and record keeping
	8.4 State how to describe people, vehicles and events

Amplification of Standards

During the delivery of this programme, Centres are to ensure the following elements are taught within the learning programme:

LO1. Understand CCTV Codes of Practice and Operational Procedures
- The purpose of a CCTV system:
  - crime reduction
  - promoting safety
  - reducing anti-social behaviour
  - detection
  - gathering footage for use as evidence.

- The purpose of codes of practice and operational procedures:
  - 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

- o reduction of malpractice/complaints.

- How the term 'confidentiality' applies to the role of a CCTV operator:
  - o who has access to data and/or systems.

- Why the control room is kept as a secure environment:
  - o protection of data
  - o protection of systems
  - o personal safety of workers.

- The key features of access control systems:
  - o cameras
  - o swipe systems
  - o intercoms.

LO2. Understand the Roles and Responsibilities of the CCTV Operator and other CCTV Staff
- The main roles and responsibilities within a typical CCTV control room team:
  - o operator
    - ▪ incident reporting
    - ▪ operate equipment correctly
    - ▪ handling evidence in accordance with guidelines
  - o supervisor
    - ▪ supervises team on a day to day basis
  - o manager
    - ▪ ensure compliance with policies and procedures
  - o owner
    - ▪ data controller.

- The importance of communication:
  - o compliance with policies and procedures
  - o dealing with incidents effectively
  - o production of footage suitable as evidence
  - o audit trail maintained.

- The importance of sharing information with third parties (between the team and other agencies):
  - o prompt response to incidents
  - o gathering evidence/maintaining continuity of evidence
  - o audit trail maintained.

- The importance of protecting evidence:
  - o ensuring admissibility/integrity of evidence
  - o audit trail maintained.

- Responsibilities of the operator to produce statements:
  - o 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
  - ▪ production of evidence.

- The requirements for dealing with authorised and unauthorised visitors to the CCTV control room
  - o authorised
    - ▪ CCTV Operators:
      - ▫ signing in/out procedures
      - ▫ ID Checks
  - o unauthorised:
    - ▪ permission must be granted.

LO3. Understand the characteristics of a CCTV system

The main components of the CCTV system:
- o cameras
- o controls
- o monitors
- o recording equipment
  - ▪ DVD
  - ▪ Video
  - ▪ DVR
  - ▪ NVR.

- The main types of CCTV cameras:
  - o Pan Tilt Zoom (PTZ)
  - o Dome
  - o Mobile
  - o Fixed
  - o Analogue
  - o Digital.

- The technologies related to CCTV
  - o Automatic Number Plate Recognition (ANPR)
    - ▪ identification of vehicles
  - o Biometrics
    - ▪ retina recognition
  - o Visual recognition
    - ▪ recognition of clothing
  - o Digital recording
    - ▪ recorded onto hard drive.

L04: Understand how to ensure the quality of CCTV equipment
- Functional checks of the CCTV system:
  - o equipment
    - ▪ cameras
    - ▪ recording equipment

- communication equipment
  - o what to check for
    - image quality
    - equipment
  - o how often
    - routine checks at handover
    - in depth checks at prescribed intervals.

- Operation of CCTV equipment
  - o use of joysticks
  - o use of keypads
  - o use of monitors
  - o use of other associated equipment
  - o use of cameras
    - Pan Tilt Zoom (PTZ)
    - switch to black and white views
    - use alternative views
  - o report poorly positioned cameras.

L05. Know how to use CCTV Systems
- Correct radio procedures with a third party
  - o use of phonetic alphabet
  - o avoidance of personal names.

- How to prioritise activities when dealing with multiple incidents
  - o best practice with available equipment
  - o prioritisation of incidents
  - o clear communication.

- Locate and track a suspect
  - o use of cameras
    - using multiple cameras
    - working with other operators
    - using zoom to identify suspects.

- Use cameras to view a suspect entering or leaving an area
  - o use of cameras:
    - Pan Tilt Zoom (PTZ)
    - Working with other operators.

- Carry out lost contact drills:
  - o last known position
  - o using multiple cameras
  - o working with other operators
  - o systematic search procedure.
- Body language and behaviours that could indicate unusual or suspicious activity:
  - o body language
    - gestures
    - unusual movement
    - disguising face
  - o repeated sightings

- o unusual crowds/groups of people.

- Use cameras to search the outside of buildings, streets and open spaces for suspicious items:
  - o recognising Improvised Explosive Devices (IEDs)
  - o using multiple cameras
  - o appropriate positioning of cameras
  - o working with other operators.

L06. Understand how to make effective use of CCTV equipment when dealing with incidents
- Record images in an evidentially sound manner:
  - o types of storage media
    - ▪ analogue – onto tape
    - ▪ digital – onto hard drive
  - o correct labelling and identification
  - o prove continuity of evidence
  - o copies made appropriately
  - o audit trail maintained.

- Produce images of sufficient quality for evidential purposes:
  - o guidelines on image size:
    - ▪ monitoring
    - ▪ detection
    - ▪ recognition
    - ▪ identification
  - o people vs. vehicles
  - o use of real time recording
  - o ensure audit trail.

- Main types of incidents that a CCTV operator may assist with:
  - o crimes
  - o non-crime incidents.

- How CCTV operators interact with third parties during an incident:
  - o acting on information
  - o providing accurate descriptions.

- The importance of dedicated communication links with third parties:
  - o types
    - ▪ radio
    - ▪ direct police links
    - ▪ links with partnerships

  - o importance:
    - ▪ managing incidents effectively
    - ▪ audit trail maintained.

- How to recognise an Improvised Explosive Device (IED):
  - o possible indicator
    - ▪ suspicious letter/parcel

- ▪ unattended items
- ▪ people - inappropriate clothing or behaviour
- ▪ vehicles – location/driver behaviour.

- Ways in which the CCTV operator can assist the statutory enforcement agencies:
  - o relevant agencies
    - ▪ police
    - ▪ fire
  - o types of assistance
    - ▪ monitoring
    - ▪ searching/observation
    - ▪ recording relevant footage for evidence.

- How CCTV can assist statutory enforcement agencies:
  - o searching:
    - for devices
    - for suspects
  - o crowd control
  - o recording relevant footage for evidence

- How CCTV can assist external agencies during a security alert:
  - o ensuring views are close up when possible
  - o accurate communication with external agencies
  - o monitoring the immediate area around the incident

LO7. Understand Emergency Procedures in the CCTV Control Room
- Actions to be taken in the event of an access control systems failure:
  - o adherence to relevant policies and procedures
    - ▪ contingency plans
    - ▪ reporting to relevant agencies
  - o adherence to health and safety requirements
  - o maintaining integrity of evidence

- Actions to be carried out if a suspicious object is found in the control room:
  - o adherence to relevant policies and procedures
    - ▪ contingency plans
    - ▪ search procedures
    - ▪ evacuation procedures
  - o report to relevant agencies.

- Actions to be carried out if an evacuation is ordered:
  - o adhere to relevant policies and procedures
    - ▪ informing relevant agencies
    - ▪ contingency plans
    - ▪ evacuation procedures

- Procedures to be followed on re-occupying the CCTV control room after an evacuation:
  - o adhere to relevant policies and procedures

- await authority to re-enter the room
- functional checks on the CCTV system
- re-establish communications with relevant agencies
- report the incident.

LO8. Know how to complete documentation relating to the use of CCTV

- List documentation completed in relation to the use of CCTV:
  - incident logs
  - handover logs
  - fault logs
  - media logs
  - visitor logs.

- How to complete documentation
  - accurate
  - clear
  - deal appropriately with corrections
  - detailed descriptions of people
  - at the time or immediately after the incident.

- The importance of accurate and detailed note taking and record keeping:
  - compliance with legislation and/or policies and procedures
  - continuity of evidence
  - effective handover
  - audit trail maintained.

- How to provide accurate detailed descriptions of people, vehicles and events
  - people
    - gender
    - ethnicity
    - appearance
  - vehicles
    - make
    - model
    - registration

Level: 2
Duration: 8

Learning Outcomes	Assessment Criteria
The learner will:	*The learner can:*
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.

Amplification of Standards

During the delivery of this programme, Centres are to ensure the following elements are taught within the learning programme:
 	
LO1. Be able to operate CCTV Equipment
• Functional checks of the CCTV system:
   o equipment
      ▪ cameras
      ▪ recording equipment
      ▪ communication equipment.
 	
   o what to check for

- image quality
- faults
- recording equipment
- communication equipment

- how often
  - routine checks at handover
  - in-depth checks at prescribed intervals

- Equipment fault reporting procedures:
  - 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
    - 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
    - Pan Tilt Zoom (PTZ)
    - use alternative view/cameras
  - report poorly positioned cameras

- Produce images of sufficient quality for evidential purposes:
  - organisational guidelines on image size
    - monitoring
    - detection
    - recognition
    - identification
  - people versus vehicles
  - use of different frame rate
  - ensure part of the audit trail

- Record images onto storage media in an evidentially sound manner:
  - types of storage media
    - analogue – onto tape
  - digital – onto hard drive CD/DVD
  - adherence to relevant policies and procedures
  - correct labelling and identification
  - copies authorised correctly
  - 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)
- exhibit labels

LO2. Be able to demonstrate operational use of a CCTV system
- Correct radio procedures with a third party
  - avoidance of personal names

- How to work with the control room team to deal with multiple incidents
  - best practice with available equipment
  - prioritisation of incidents
  - clear communication

- Body language and behaviours that could indicate usual or suspicious activity
  - body language
    - gestures
    - unusual movement
    - disguising face
    - changing clothing
  - repeated sightings
  - unusual crowds/groups of people

- Give clear and accurate descriptions of people, vehicles and events
  - people
    - gender
    - ethnicity
    - appearance
  - repeated sightings
  - unusual crowds/groups of people
  - vehicles
    - make
    - model
    - registration
  - events
    - observations at the time

- Locate and track a suspect who is on foot or in a vehicle
  - use of cameras
    - using multiple cameras
    - working with other operators
    - using zoom to identify suspects
    - use of different frame recording speeds.

- Use cameras to view a suspect entering or leaving an area
  - use of cameras
    - Pan Tilt Zoom (PTZ)
    - working with other operators.

- Carry out lost contact drills
    - 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
    - methodical search patterns.