



## Qualification Specification

# Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6

Qualification Number: R427 04

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## Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6

### Introduction

This qualification specification is designed to outline all you need to know to offer this qualification in your centre. If you have any further questions, please contact your Highfield account manager.

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### Qualification regulation and support

The **Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6** has been accredited by the regulators of Scotland, the Scottish Qualifications Authority (SQA). The qualification is also supported by both the Security Industry Authority (SIA) and Skills for Security (SfS).

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### Key Facts

<b>Qualification Number:</b>	R427 04
<b>Guided learning hours (GLH):</b>	32*
<b>Credit Value:</b>	4
<b>Assessment Method:</b>	Multiple-choice examination and practical assessment

\* The SIA **stipulates** a minimum number of contact hours and a minimum number of training days. See Guidance on Delivery for details.

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### Qualification Overview and objective

This qualification is designed for those learners wishing to apply for a licence from the Security Industry Authority (SIA) to work as a CCTV operator in public space surveillance. It is based on the relevant SIA specification for learning and qualifications and is supported by Skills for Security, the standards setting body for the security industry and the SIA, who regulate the private security industry.

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### Entry Requirements

To register for this qualification, learners are required to meet the following entry requirements:

#### Age Ranges

This qualification is approved for delivery to learners aged 16+. However, an SIA licence cannot be applied for until the age of 18.

#### Language pre-requisite

Security operatives are likely in the course of their work to be required to make calls to the emergency services or need to communicate clearly to resolve conflict. It is therefore essential that security operatives are able to communicate clearly.

It is the centre's responsibility to ensure that each learner is sufficiently competent in the use of the English and/or Welsh language. All assessment must be conducted in the medium of English and/or Welsh, as appropriate. Centres must ensure that learners have sufficient **reading, writing, speaking**

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and **listening** language skills before putting learners forward for assessment. Evidence must be retained by centres for all learners and made available for external quality review purposes.

As a guide, learners should, as a minimum, have language skills equivalent to the following:

- a B1 level qualification on the Home Office’s list of recognised English tests and qualifications
- an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland
- an ESOL qualification at Scottish Credit and Qualifications Framework level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- Functional Skills Level 1 in English
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework level 5
- Essential Skills Wales Communication Level 1

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### Geographical Coverage

This qualification is suitable for learners in Scotland.

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### Delivery/Assessment Ratios

To effectively deliver the qualification Highfield recommends that centres use a ratio of **1-qualified** tutor to **12-learners**.

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### Centre Requirements

To deliver this qualification effectively, centres are required to have access to suitable training facilities that support learning and assessment taking place. 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**. Furthermore, to support the practical assessment it is a requirement that centres must have a CCTV system with at **least 2-pan tilt zoom (PTZ)** cameras and associated recording and monitoring equipment. The pan tilt zoom (PTZ) cameras allow the learner to demonstrate the assessment criteria that requires tracking or locating suspects.

The training and assessment environment must be adequately equipped, conducive to effective learning and **must** comply with current Health and Safety requirements.

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### Guidance on Delivery

This section of the specification provides information on the specific delivery requirements of the qualification.

#### Minimum Contact Time

The following table outlines the minimum contact time for each of the units contained within the Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6. Minimum contact time is defined as time where the learner is in the same room as the tutor and receiving training or undertaking examinations/assessment. This time **DOES NOT** include breaks in the delivery of the course, assessing English language skills, course registration and ID checking.

Unit No.	Unit reference	Unit Title	GLH	Minimum Contact Time
1	UG44 04	Working within the Private Security Industry	10*	1-hour
2	UG47 04	Working as a CCTV Operator within the Private Security Industry	14	14-hours
3	UG48 04	Practical Operation of CCTV Equipment within the Private Security Industry	8	8-hours

Centres are required to retain detailed registers that include start/end times of training for each day and should be signed daily by the learners. This should include a record of any late arrivals/early leavers and how these learners made up the required hours which they missed. These should be retained for audit purposes.

\*The SIA has recognised that there is some learning that can contribute to the achievement of the licence-linked qualifications that can be delivered by flexible and/or distance learning, as long as this is maintained with some form of supported distance study. It is therefore a requirement for centres wishing to use flexible and/or distance learning to notify Highfield in advance and provide details of how they intend to support and evidence this distance study. Centres can use distance learning to deliver the following parts of this qualification:

- **9-hours** of learning for the unit Working within the Private Security Industry

It is important that the materials used clearly show learners how many hours distance learning they are expected to undertake and that they are given **sufficient** time to complete it before their course begins. It is also a requirement of the centre to check that the appropriate learning has occurred.

Suitable methods of distance learning include prepared, high-quality online learning materials that the learner must navigate, prepared high-quality course books that the learner must work through and complete, and/or other prepared high-quality learning materials/workbooks that the learner can use to cover specific areas of content.

In addition to the above, the SIA has stated that the training, delivery and assessment of Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6 must take place over a **minimum** of **3-days** and each day of training, delivery and assessment **must not** exceed **8-hours**.

If distance learning is **NOT** used for the Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF Level 6, then the course must be delivered over **4-days** (32-hours).

**For further information, please also refer to the Introduction to Learning Leading Towards Licence-linked Qualifications available on the SIA website.**

### Guidance on Assessment

This section of the specification provides information on how the qualifications individual components are assessed, along with any further specific requirements:

Unit No.	Unit reference	Unit Title	Assessment Methods
1	UG44 04	Working within the Private Security Industry	Externally set and externally assessed MCQ 40-questions, 1-hour, 70% pass mark
2	UG47 04	Working as a CCTV Operator within the Private Security Industry	Externally set and externally assessed MCQ 40-questions, 1-hour, 70% pass mark
3	UG48 04	Practical Operation of CCTV Equipment within the Private Security Industry	Externally set and internally assessed practical assessment (simulation is permitted), 100% pass mark

Following the assessment all paperwork must be returned to Highfield. Upon successful processing, a list of results will be provided to the centre contact stating whether learners have passed or failed, along with certificates for those learners that have met the required standard.

Centre's must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Please note: the tutor is not permitted to act as the invigilator for units contained within this qualification that they have delivered.

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### Guidance on Quality Assurance

To support the quality assurance of the qualification, Highfield requires centres to undergo a security approval visit prior to the delivery of the qualification. Upon the successful completion of this centres are then permitted to register and deliver courses. This security approval is revisited on at least an annual basis. In addition to the regular monitoring/support visits, the qualification includes external assessment/moderation which ensures assessments are of the highest standard for every course.

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### Tutor Requirements

To deliver this qualification (and units contained within it), tutors are required to hold the following:

- training qualification
- sector competence
- additional unit specific requirements

Further elaboration of each of the above components is listed below:

#### Training Qualification

Tutors are required to hold a teaching or training qualification at level 3 or above, which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:

- Level 3 Award in Education and Training
  - PTLLS, CTLLS or DTLLS
  - Certificate in Education
  - Post Graduate Certificate in Education
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- SVQ levels 3 and 4 in Learning and Development
- Scottish Training Qualification for Further Education (TQFE)
- Professional Graduate Diploma in Education (PGDE)

### **Sector Competence**

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.

To demonstrate this, Highfield will require sufficient information about a 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 tutors have the right occupational expertise, the SIA require:

- new tutors to the sector (i.e. this is their first role in the security sector as identified by their CV) to have a minimum of **3-years'** frontline operational experience in the last 10 relevant to the qualifications that they are delivering. This experience should have been gained in the UK.
- existing tutors must demonstrate they are taking sufficient steps to keep their occupational expertise up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector.

In addition to the above tutors must be able to demonstrate evidence of a suitable level of professional development in the sector, which should include the equivalent of at **least 30-hours** every year spent in a combination of training, increasing professional knowledge through other means or working in the industry.

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### **Mapping to National Occupational Standards (NOS)**

This qualification maps to the relevant SIA specification for learning and qualifications.

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### **Reasonable Adjustments and Special Considerations**

Highfield has measures in place for learners who require additional support. Please see Highfield's Reasonable Adjustments Policy.

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### **ID Requirements**

It is the responsibility of each 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 claiming 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.

When completing the ID validation sheet, all photographs supplied by the learners must be checked to ensure each one is a true representation of the individual. Once satisfied, they must print the learner's name on the reverse of the photograph before sticking it on to the adhesive film on the Identification Validation Sheet.

Centres are reminded to ensure all data is stored to comply with current Data Protection legislation and that they are aware of the new General Data Protection Rules (GDPR) that come into effect from May 2018.

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A list of current documentation that is accepted by the SIA as proof of identification is available within the Highfield Security Licence-Linked Examination Learner List and Declaration. This can be accessed in the download area of the Highfield website.

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### **Progression Opportunities**

Progression and further learning routes could include:

- Highfield Award for Working as a Security Officer within the Private Security Industry (Scotland) at SCQF Level 6
  - Highfield Award for Working as a Door Supervisor within the Private Security Industry (Scotland) at SCQF Level 6
  - Highfield Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry
  - Highfield Level 3 Award in the Delivery of Conflict Management Training (RQF)
  - Highfield Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry
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### **Useful Websites**

- British Security Industry Authority <http://www.bsia.co.uk/>
  - Home Office <http://www.homeoffice.gov.uk/>
  - SIA <http://www.sia.homeoffice.gov.uk/Pages/home.aspx>
  - Skills for Security <http://www.skillsforsecurity.org.uk/index.php>
  - The Information Commissioner <http://ico.org.uk>
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### **Recommended Training Materials**

The following resources are recommended training materials to support learning of this qualification:

- Working as a CCTV Operator: Course Book, Walker, A. and Tyerman, G. Highfield.co.uk Ltd
  - CCTV Operators Training: Presentation Slides, Walker, A. and Tyerman, G. Highfield.co.uk Ltd
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## Appendix 1: Qualification Structure

To successfully complete the **Highfield Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland)** at SCQF Level 6, learners must achieve the following:

- **all units** in the mandatory group totaling **4-SCQF** credits

Unit No.	Unit reference	Unit Title	SCQF Level	SCQF Credit
1	UG44 04	Working within the private security industry	6	1
2	UG47 04	Working as a CCTV Operator within the Private Security Industry	6	2
3	UG48 04	Practical Operation of CCTV Equipment within the Private Security Industry	6	1

### Recognition of Prior Learning (RPL):

Learners undertaking this qualification who can demonstrate they have already achieved one or more of the necessary units (with the same SCQF unit number) with another awarding organisation will not need to pass that unit or units again.

## Appendix 2: Qualification Content

### Unit 1: Working within the Private Security Industry

Unit number: UG44 04  
**Min. contact time:** 1-hour  
 GLH: 10  
 SCQF Credit: 1  
 Level: 6

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Know the main characteristics of the Private Security Industry	1.1. Identify the key purposes of the private security industry 1.2. State the functions of the Security Industry Authority (SIA) 1.3. Identify standards of behaviour required of a security operative 1.4. Identify different sectors within the private security industry 1.5. Identify the benefits of linking with crime reduction initiatives
2. Understand legislation as it applies to the individual in carrying out a licensable activity	2.1. Identify the differences between Civil and Criminal Law 2.2. State the main aims of the Private Security Industry Act 2001 2.3. Identify key legislation relating to promoting equality and diversity in the workplace
3. Understand the importance of safe working practices to comply with legal requirements	3.1. State the importance of Health & Safety in the work environment 3.2. State the meaning of 'duty of care' 3.3. Identify the responsibilities of employees, employers and the self-employed under Health and Safety at Work legislation 3.4. Identify methods for safe manual handling 3.5. Recognise 'risks' in relation to health and safety at work 3.6. State how to minimise risk to personal safety and security 3.7. Identify typical workplace hazards 3.8. Identify safety signs and signals 3.9. State reporting procedures for Health and Safety accidents and incidents 3.10. Identify who to contact in first aid situations

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>4. Understand fire procedures in the workplace</p>	<p>4.1. Identify basic fire safety measures                      4.2. Identify the elements that must be present for fire to exist                      4.3. Identify classifications of fire                      4.4. Identify basic firefighting equipment                      4.5. State the different types of fire extinguishers and their uses                      4.6. State the actions to be taken upon discovering a fire                      4.7. State the importance of understanding fire control panels                      4.8. State the importance of understanding fire evacuation procedures                      4.9. Identify the role and responsibilities of a fire marshal</p>
<p>5. Understand emergencies and the importance of emergency procedures</p>	<p>5.1. Identify responses to different types of emergencies                      5.2. State how to make emergency calls                      5.3. Identify actions to be taken in the event of personal injury                      5.4. Identify factors which may indicate individuals could be vulnerable and at risk of harm                      5.5. State actions to take when individuals have been identified as vulnerable and at risk of harm                      5.6. Identify how to report indicators of child sexual exploitation                      5.7. Identify behaviours that could indicate suspicious or terrorist activity                      5.8. Identify actions to be taken in the event of a security threat                      5.9. State the importance of a business continuity plan</p>
<p>6. Understand the importance of communication skills and customer care</p>	<p>6.1. State the basic elements of communication                      6.2. Identify the different types of communication                      6.3. State the importance of communication in delivering customer care                      6.4. Identify different types of customers and how their needs can vary                      6.5. State the principles of customer care                      6.6. Identify best practice in relation to telephone communications                      6.7. Identify best practice in relation to radio communications</p>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	6.8. Recognise the call signs of the NATO phonetic alphabet

**LO1: Know the main characteristics of the Private Security Industry**

- 1.1. Identify the key purposes of the private security industry
  - Prevent and detect crime and unauthorised activities (use of CCTV, presence of uniformed guards, visible security signs)
  - Prevent and reduce loss, waste and damage (protection of life; reduced loss of goods from shoplifting, burglary and pilfering; reduced damage to buildings and contents)
  - Monitor and responding to safety risks (controlling site access and egress, performing searches, supervising premises evacuation, responding to emergencies)
  - Provide personnel and appropriate protection systems for people, property and premises
  
- 1.2. State the functions of the Security Industry Authority (SIA)
  - Protect the public and regulate the security industry (licensing, industry regulations)
  - Raise industry standards (Approved Contractor Scheme, licensing for all regulated security businesses)
  - Monitor the activities and effectiveness of those working in the industry (inspections, updating and improving legislation)
  - Set and approve standards of conduct, training and supervision within the industry (SIA Standards of Behaviours, regulation of training providers and training programmes)
  - Keep under review the private security industry and the operation of the legislative framework
  
- 1.3. Identify standards of behaviour required of a security operative
  - Personal appearance (smart presentable attire, meet employer guidelines, carry SIA licence while on duty)
  - Professional attitudes and skills (act without discrimination, professionalism, courtesy, personal integrity and understanding, moderate language, alertness, fitness for work)
  - General conduct (not accept bribery, never abuse power of authority, not drink alcohol or be under the influence of alcohol or un-prescribed drugs on duty, comply with employer and regulator codes of practice and guidelines)
  - Organisation/Company Values and Standards (adhere to employer standards, procedures and policies; awareness of employer culture and values)
  
- 1.4. Identify different sectors within the private security industry
  - Licensed sectors in manned guarding:
    - vehicle immobilisation; security guarding, door supervision; CCTV; close protection, cash and valuables in transit, keyholding
  - Other sectors:
    - private investigation; events security (stewarding); electronic security and fire security systems, dog handling
  
- 1.5. Identify the benefits of linking with crime reduction initiatives
  - Crime reduction initiatives:

- National Pub Watch, local Pub Watch initiatives; Crimestopper; partnership working (initiatives to radio link with other venues); Red and Yellow cards; cooperating with Local Authority and police)
- Benefits:
  - reduces the opportunity for crime to take place; improves security of vulnerable targets; improves the environment; removes the means to commit crime; increased knowledge to support monitoring activities; reduces risk of crime to own employer

**LO2: Understand legislation as it applies to the individual in carrying out a licensable activity**

2.1 Identify the differences between Civil and Criminal Law

- Main features of Civil law:
  - purpose is to right a wrong; cases brought by individuals or organisations; compensation for loss or damage as remedy; proven on balance of probabilities
- Types of offences:
  - trespass, breach of contract
- Main features of Criminal Law:
  - purpose is to deter and punish; cases brought by the Crown; fines and imprisonment as remedy; proven beyond reasonable doubt
- Types of offences:
  - common assault, actual bodily harm, grievous bodily harm, violence undertaking licensable activities without an SIA licence; permitting drug related activities to take place on licensed premises (supplying and/or consuming illegal drugs)

2.2 State the main aims of the Private Security Industry Act 2001

- Raise standards in the private security industry
- Increase public confidence in the private security industry
- Increase public safety
- Remove criminal elements from the private security industry
- Establish the SIA (Security Industry Authority)
- Establish licensing

2.3 Identify key legislation relating to promoting equality and diversity in the workplace

- Key Legislation:
  - Equalities Act 2010; Human Rights Act 1998
- Protection from discrimination in the workplace:
  - protected characteristics: race/ethnicity/nationality, gender, religion or belief, disability, sexual orientation, gender reassignment, marriage/civil partnership, age, pregnancy and maternity
- direct and indirect discrimination
- Areas where equal opportunities legislation applies:
  - recruitment; access to training; pay and benefits; promotion opportunities; terms and conditions; redundancy; dismissal
- Employer's duty to make reasonable adjustments

**LO3: Understand the importance of safe working practices to comply with legal requirements**

3.1 State the importance of Health & Safety in the work environment

- Duty of care

- To keep employees and customer's safe
  - To avoid damage to equipment and property
  - To comply with legislation; consequences of failure to comply (prosecution, fines, business closure)
  - To avoid negative consequences (lost productivity, business disruption, staff shortages, long-term effects on employee health, damage to organisation's image and reputation)
- 3.2 State the meaning of 'duty of care'
- Definition:
    - requirement to act with a standard of reasonable care while carrying out any actions that could foreseeably harm others; legal requirement under Common Law
  - Exercising duty of care:
    - deciding the need and recognising the consequences of physical intervention; fully trained to deal with all aspects of the job; fit and proper to engage in security activities
- 3.3 Identify the responsibilities of employees, employers and the self-employed under Health and Safety at Work legislation
- Responsibilities of employees and the self-employed:
    - to take responsibility for own health and safety; to co-operate with employer; to take reasonable care and not put themselves or public at risk; to report injuries and accidents to employer; to follow processes and procedures put in place by their employer
  - Responsibilities of employers:
    - to assess and reduce risk; to provide first aid facilities; to tell staff about hazards; to provide training if required; to record injuries and accidents; to provide and maintain necessary equipment and clothing and warning signs
- 3.4 Identify methods for safe manual handling
- Assessment of load:
    - know own limits; plan route; use of mechanical aid; stable base; correct positioning of head, feet and back; correct positioning of load; smooth movements; avoidance of twisting; push rather than pull
- 3.5 Recognise 'risks' in relation to health and safety at work
- Definition of risks:
    - likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard
  - Risk factors:
    - drug use, drunken behaviour, violence, overcrowding, excessive heat, blocked fire exits, inadequate fire safety measures
  - Risks to health and safety:
    - injury, ill health, fatality
  - Risk assessment process:
    - identify hazards; evaluate risks (low, medium, high) record findings; review and implement changes to remove or minimise hazards
- 3.6 State how to minimise risk to personal safety and security
- Awareness of potential hazards

- Understanding the risk assessment process
  - Following health and safety and organisational procedures and policies
  - Use of appropriate personal protective equipment, personal alarms and mobile phones, radios
  - Procedures for lone working
- 3.7 Identify typical workplace hazards
- Definition of 'hazard':
    - potential source of harm; adverse health effect on a person or persons
  - Typical workplace hazards:
    - conditions that cause slips and trips (footwear, wet floor, poor lighting); exposure to harmful substances; obstacles; sharp objects; assaults and violent acts; manual handling; faulty equipment; fires and explosions; overexertion; lone working
- 3.8 Identify safety signs and signals
- Types of safety signs:
    - prohibition; warning; mandatory; emergency escape or first aid; safety colour; fire safety
  - Types of safety signals:
    - hand; acoustic
- 3.9 State reporting procedures for Health and Safety accidents and incidents
- Reportable incidents and accidents under RIDDOR:
    - work-related; dangerous occurrence; resulting in injury; occupational disease or death; gas related incident
  - Procedures:
    - in line with organisational procedures; record in accident book; RIDDOR reporting (responsible person, reporting to the relevant enforcing authority, keeping records of incidents)
  - Reporting methods:
    - online; telephone; by post)
- 3.10 Identify who to contact in first aid situations
- First aid situations:
    - bleeding; seizures; fractures; unconsciousness; choking; shock; heart attack; stroke
  - Who to contact:
    - designated first aider; nurse; ambulance services; referral to doctor/hospital; dependent on situation
  - Notify supervisor
- LO4: Understand fire procedures in the workplace**
- 4.1 Identify basic fire safety measures
- Control of fuel and ignition sources (bins and waste disposal)
  - Safe storage of flammables
  - Inspection and maintenance of electrical equipment (checking alarms, ensure adequate equipment - fire blanket/extinguishers/sprinkler systems)
  - Staff training

- Avoidance of overloading electrical points
  - Fire plan: fire walls; fire doors; emergency exits;
- 4.2 Identify the elements that must be present for fire to exist
- Components of fire: the fire pyramid (oxygen, fuel, heat, chemical chain reaction)
- 4.3 Identify classifications of fire
- A - Ordinary combustibles: includes paper, wood, textiles, rubber
  - B – Flammable liquids e.g. petrol, paint, solvents
  - C - Flammable gas e.g. butane, propane
  - D - Metal fires e.g. powdered and metal shavings, alkali-based metals
  - Electrical fires (no classification as electricity is a source of ignition as opposed to a fuel).
  - F - Hot cooking oils
- 4.4 Identify basic firefighting equipment
- Equipment:
    - fire extinguishers (different colour codes); fire blankets; fire hose; sprinkler system (wet/dry risers)
- 4.5 State the different types of fire extinguishers and their uses
- Water:
    - use with paper, wood, fabric
  - General Foam:
    - use with paper, wood; specialist foam for use with industrial alcohol; flammable liquids (secondary)
  - CO2 Gas:
    - use with electrical fires (primary)
  - Wet chemical:
    - cooking oil fires
  - Powder:
    - use with most fires including liquid and electrical fires
- 4.6 State the actions to be taken upon discovering a fire
- Sound the alarm and inform emergency services
  - FIRE (Find, Inform, Restrict, Evacuate or Extinguish). Do not attempt if puts you in danger.
  - Identify area where fire is, isolate other areas
- 4.7 State the importance of understanding fire control panels
- Ensure full understanding of extent of area of incident
  - To pass on correct message to emergency services (materials, chemicals stored in affected area)
  - To act accordingly to the notifications
  - To take necessary precautions as signalled by the systems
- 4.8 State the importance of understanding fire evacuation procedures
- To keep self and others safe
  - To save time in an emergency
  - To assist emergency services



- To confirm evacuation

4.9 Identify the role and responsibilities of a fire marshal

- Daily duties to check:
- exit doors are available for use, unlocked and unobstructed
  - escape routes are clear of storage and combustible materials
  - fire extinguishers are in position with seals in place
  - fire safety signs are in position
  - fire alarm call points are unobstructed
  - fire-resisting doors are closed and functioning properly
  - if any malfunction of the weekly fire alarm test is reported
- In event of emergency:
  - on hearing the alarm
  - check allocated area to ensure that everybody has left, take roll call
  - take control of the evacuation and ensure that anybody with evacuation difficulties is aided
  - proceed to the assembly area and report to the Fire Co-ordinator

**LO5: Understand emergencies and the importance of emergency procedures**

5.1 Identify responses to different types of emergencies

- Definition of emergency:
  - situation that is unexpected, threatens safety or causes serious disruption and requires immediate action
- Types of emergencies:
  - power, system or equipment failure; flood; actual or threatened serious injury; serious illness; bomb threat
- Responses to emergencies:
  - follow correct procedures depending on emergency
  - ensure safety of self and others
  - report to appropriate authorities
  - appropriate behaviour: act quickly, be authoritative, remain calm, encourage others to remain calm
  - prioritisation of incidents

5.2 State how to make emergency calls

- Stay calm
- Dial appropriate emergency telephone number and ask for relevant emergency service
- Provide relevant information:
  - location of incident; any injuries; names of casualties; telephone number you are calling from; nature and time of the incident; equipment at the incident

5.3 Identify actions to be taken in the event of personal injury

- Contact designated first aider or call the emergency services, as appropriate
- Ensure safety of self and others
- Deal with injury within limits of own ability and authority
- Record the injury in the accident book (name and address of person injured, details of the incident that caused injury, witnesses)

5.4 Identify factors which may indicate individuals could be vulnerable and at risk of harm

- Individuals:
    - adults, young people and children who the private security operative may come into contact with whilst on duty
  - Factors indicating vulnerability:
    - being under the influence of alcohol or drugs; alone or receiving unwanted attention; separated from friends; appearing lost or isolated; being followed or threatened; victims of domestic violence; young people under the age of 18, having a physical or learning disability
- 5.5 State actions to take when individuals have been identified as vulnerable and at risk of harm
- Seeking help of Street Pastors, Street Marshalls or any other active schemes
  - Calling a relative to assist in the case of a younger or vulnerable adult
  - Calling for a licensed taxi to take the vulnerable person home
  - Using 'safe havens' or other local initiatives run by organisations such as St John's Ambulance
  - Calling the police
- 5.6 Identify how to report indicators of child sexual exploitation
- Indicators of child sexual exploitation:
    - Children and young people in the company of older people or anti-social groups, acting in an inappropriate and sexualised way; intoxicated; arriving and departing a location with different adults; getting into and out of a number of different cars
  - Reporting:
    - contact the police or call Crimestoppers
    - Report as soon as possible
- 5.7 Identify behaviours that could indicate suspicious or terrorist activity
- Person taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities
  - Person with forged, altered or stolen identity documents, documents in different names, with large amounts of cash, inappropriately dressed for season/location; taking photos or making drawings
  - Parked vehicles with people inside; empty parked vehicles left unattended for long period
  - Multiple sightings of same suspicious person, vehicle, or activity
- 5.8 Identify actions to be taken in the event of a security threat
- Ensuring a visible presence of vigilant security staff; regular patrols
  - Maintaining organised search procedures
  - Ensuring emergency exits are secured when not in use Know and follow relevant procedure for your place of work (company's evacuation plan; within the limits of your own authority)
  - Reporting incident requiring immediate response to the police.
  - Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline.
- 5.9 State the importance of a business continuity plan

- Ensures important business operations continue in event of an emergency or incident
- Allows for remote operation; protects important assets such as financial and operating information; reduces potential downtime; prevents business failure

**LO6: Understand the importance of communication skills and customer care**

**6.1 State the basic elements of communication**

- Communication process:
  - sender; receiver; communication channel (telephone, face-to-face, written); message (encoding, decoding); noise (external, psychological, physical); feedback

**6.2 Identify the different types of communication**

- non-verbal communication:
  - body language (gesture, stance, eye contact, facial expression, physical distance); tone of voice (pitch inflection, volume); written communication
- verbal communication:
  - speaking (tone); listening

**6.3 State the importance of communication in delivering customer care**

- Features of effective communication:
  - choosing language and medium appropriate for message and recipient; delivering message clearly; checking understanding
- Importance of effective communication:
  - greater organisational efficiency and effectiveness; better team working; meet customer needs and expectations; better resolve customer problems and complaints; create a good impression and present a positive organisational image; reduce conflict; managing customer expectations

**6.4 Identify different types of customers and how their needs can vary**

- Types of customer:
  - internal and external, direct and indirect
- Customer needs/expectations:
  - information, assistance, directions, product and/ service
- Customers with particular needs:
  - physical difficulties; learning difficulties; sensory impairment; English as second language; under influence of drugs and/or alcohol; speech impediment

**6.5 State the principles of customer care**

- Principles:
  - establishing rapport; understanding customer needs and expectations; listening to the customer; empathising; communicating information; being polite; efficient, knowledgeable; helpful; approachable
- Dealing with problems:
  - acknowledge the customer; establish the customer's needs; put yourself in the customer's position; accept responsibility for resolving problem; involve the customer in the solution; see it through

**6.6 Identify best practice in relation to telephone communications**

- Best practice:

- polite and professional approach and language; appropriate greeting when answering phone; clear distinct voice with moderate pitch and volume; listening to verbal and vocal expressions; use of questioning techniques; providing appropriate information; maintaining confidentiality; leaving, taking and passing on messages accurately; recognise limits of own authority; use of phonetic alphabet; completing relevant phone logs and records

6.7 Identify best practice in relation to radio communications

- Check equipment; battery charged; check all parts are in working order
- Uses of phonetic alphabet:
  - enables quick identification of individuals; enables spelling of words during transmissions to avoid misunderstandings
- Methods used to communicate clearly and accurately over a radio network:
  - use of radio protocols to signal start/end of transmissions; use of clear and concise language; ensure clear and effective communication; ensure urgent incidents are dealt with quickly
- How to deal with an emergency incident:
  - local organisational protocols (identification of self, call sign); state 'urgent message'; radio controller stops other traffic on network and switches radio to 'talk-through'; state location and pertinent details of incident

6.8 Recognise the call signs of the NATO phonetic alphabet

- Call signs:
  - correlate to each letter from phonetic alphabet; local policies regarding call signs allocated

**Unit 2: Working as a CCTV Operator within the Private Security Industry**

Unit number: UG47 04  
**Min. contact time: 14-hours**  
 GLH: 14  
 SCQF Credit: 2  
 Level: 6

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand the roles and responsibilities of the CCTV operator and other CCTV staff	1.1. Identify the roles and responsibilities of each member of the CCTV team 1.2. State the meaning of “confidentiality” as it applies to the role of a CCTV operator 1.3. State the CCTV operators’ responsibilities regarding privacy issues 1.4. Identify the main types of incidents that a CCTV operator may assist with 1.5. Identify non-crime incidents and how the operator should deal with them 1.6. Identify local crime and disorder issues that affect CCTV operations 1.7. Recognise indicators of a suspected Improvised Explosive Device (IED)
2. Understand CCTV codes of practice, operational procedures and guidelines	2.1. Identify the purpose of codes of practice, operational procedures and guidelines 2.2. Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations 2.3. State why the control room is kept as a secure environment 2.4. Identify the key features of access control systems 2.5. State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room 2.6. Identify reasons for targeting suspects and vehicles 2.7. Identify the methods used when targeting suspects and vehicles 2.8. State the importance of accurate record keeping
3. Understand relevant legislation and how it impacts on CCTV operations	3.1. Identify how Data Protection legislation impacts on the role of the CCTV operator 3.2. Identify how Freedom of Information legislation impacts on the role of the CCTV operator

Learning Outcomes	Assessment Criteria
The learner will	The learner can
	<ul style="list-style-type: none"> <li>3.3. Identify how Human Rights legislation impacts CCTV operations</li> <li>3.4. Identify the main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act</li> <li>3.5. State how main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act impact on CCTV operations</li> <li>3.6. State how to conduct surveillance planning</li> <li>3.7. Identify how the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act impact on the role of a CCTV operator when collecting and processing evidence</li> <li>3.8. Identify how the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act impact on the role of a CCTV operator when securing evidence</li> <li>3.9. Identify the responsibilities of the CCTV operator to produce statements and give evidence in court</li> <li>3.10. Identify how the Sex Offenders legislation impacts on CCTV operations</li> </ul>
<p>4. Understand the importance of communication within CCTV operations</p>	<ul style="list-style-type: none"> <li>4.1. State how CCTV operators interact with third parties during an incident</li> <li>4.2. Identify ways in which the CCTV operator can assist statutory enforcement agencies</li> <li>4.3. Identify actions to take on receiving a request for assistance from the police and other partners</li> <li>4.4. State the importance of team working</li> <li>4.5. Identify the importance of dedicated communication links with third parties</li> <li>4.6. State the importance of accurate and timely communication up and down the reporting chain</li> </ul>
<p>5. Understand emergency procedures in the CCTV control room</p>	<ul style="list-style-type: none"> <li>5.1. State the actions to take when an evacuation of the control room is ordered</li> <li>5.2. State the procedures to follow on re-occupying the CCTV control room after an evacuation</li> </ul>

Learning Outcomes	Assessment Criteria
The learner will	The learner can
	5.3. State how to carry out a search of the CCTV control room for a suspicious object 5.4. Identify actions to take if a suspicious object is found in the CCTV control room 5.5. State the actions to be taken in the event of a systems failure
6. Understand the characteristics of a CCTV system	6.1. State the purposes of a CCTV system 6.2. Identify the main components of the CCTV system 6.3. Identify the main types of CCTV cameras 6.4. Identify current and emerging CCTV technologies
7. Understand health and safety relevant to the CCTV operator	7.1. State procedures for lone working 7.2. State the guidelines for CCTV operators under the Display Screen Regulations 7.3. Identify the reasons for operator check call systems 7.4. State the key indicators of stress and how these can be managed 7.5. State the purpose of a risk assessment

**LO1: Understand the roles and responsibilities of the CCTV operator and other CCTV staff**

- 1.1. Identify the roles and responsibilities of each member of the CCTV team
  - Roles and responsibilities
    - team worker: operator, supervisor, manager, systems manager, technical support staff;
    - lone worker;
    - responsibilities of each; include observing, recording, reporting
  
- 1.2. State the meaning of “confidentiality” as it applies to the role of a CCTV operator
  - Confidentiality:
    - not disclosing information to unauthorised persons,
    - compliance with Data Protection Act,
    - system and data security,
    - no unauthorised recording e.g. using mobile phones or similar devices or unauthorised copying of footage
    - repercussions of breaches
  
- 1.3. State the CCTV operators’ responsibilities regarding privacy issues
  - Responsibilities regarding privacy issues
    - following Home Office guidance on what can and cannot be recorded,
    - difference between private (not allowed to record) and public areas (allowed to record),
    - privacy blanking,
    - recording suspected criminal activity,

- what not to record or view i.e. voyeurism, private areas etc.
  - can record if actions can be justified by crime and disorder and or safety reasons
- 1.4. Identify the main types of incidents that a CCTV operator may assist with
- What is an incident – something operator sees on screen
  - Types of incident:
    - those that come to the attention of the operator
    - and observational requests:
    - emergencies,
    - anti -social behaviour,
    - suspicious activity,
    - criminal (theft, burglary, violence, assault, criminal damage, drugs) and non-criminal (see 1.5)
- 1.5. Identify non-crime incidents and how the operator should deal with them
- Non-criminal incidents:
  - crowd control/evacuation; missing person, accident, fire, traffic, flood, safety issues.
  - contacting emergency services, assisting emergency services by providing intelligence and information to appropriate authority, searching, recording evidence
- 1.6. Identify local crime and disorder issues that affect CCTV operations
- Locations:
    - typical: crowded areas, cash machines, banks, sports and event venues, car parks, bus/train stations, retail and business areas, local authority buildings, high profile buildings, leisure and entertainments areas;
    - local hot spots, high risk areas and trends,
    - how time of day affects issues
- 1.7. Recognise indicators of a suspected Improvised Explosive Device (IED)
- Recognise an Improvised Explosive Device (IED):
  - circumstances that should arouse suspicion: unattended items, suspicious vehicles, suspicious behaviour/ clothing, almost anything can be an IED
- LO2: Understand CCTV codes of practice, operational procedures and guidelines**
- 2.1 Identify the purpose of codes of practice, operational procedures and guidelines
- Purpose of codes, procedures and guidelines:
    - Ensuring integrity of system and personnel that run the system, reassuring the public, definition of operational procedures; establishes best practice, compliance with legislation, protection of public, protect the CCTV system and staff from complaints and allegations of malpractice and expectations under Data Protection Act
    - The Information Commissioner’s CCTV Code of Practice: “helping ensure that good practice standards are adopted by those who operate CCTV”.
    - Surveillance camera code of practice: guidelines for CCTV and automatic number plate recognition; the purpose of the code “will be to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them, rather than spy on them”. The 12 guiding principles in the code



- 2.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations
- Impact of codes, procedures and guidelines: Information contained in The Information Commissioner's CCTV Code of Practice is a public document that governs how processes and procedures for CCTV operators are developed
    - ensures evidence admissible in court,
    - increases protection and confidence of the public,
    - ensures compliance with legislation,
    - raise standards,
    - improve efficiency.
  - Surveillance camera code of practice:
    - the 12 guidance principles and how each principle affects the operator's actions and the procedures they have to follow.
  - Value of codes, procedures and guidelines: public: reassures, protects; partners: improving efficiency, clear working relationships.
  - Consequences of not complying:
  - SIA Standards of Behaviour; Company procedures, manuals and assignment instructions: industry standards
- 2.3 State why the control room is kept as a secure environment
- To ensure compliance with legislation,
  - security of data and systems,
  - security of staff if incident occurs and ensuring that operators can continue to assist/monitor during emergency in area covered by system,
  - prevent unauthorised persons entering, taking over or using control room
  - Review suite; can be in separate area
- 2.4 Identify the key features of access control systems
- Access control systems for CCTV control rooms:
    - air lock, manual systems e.g. push button;
    - electronic systems e.g. audio and visual, keypad, card swipe, proximity, biometric;
    - Control systems record access and egress or personnel.
    - Combination of systems may be used to enter and exit e.g. swipe and key and biometric
- 2.5 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room
- Procedures for authorised visitors:
    - identification, verification of details, reasons for control room access, completing appropriate signing in and out documentation ensuring correct and legible, site procedures.
  - Procedures for unauthorised visitors:
    - refusing entry and appropriate responses, calling the police, completing incident reports, informing others
- 2.6 Identify reasons for targeting suspects and vehicles
- CCTV Target selection:
    - reasons for targeting and ceasing targeting with CCTV: prior experience, observed activity/behaviour, body language

- suspected criminal or antisocial behaviour;
- valid request by third party;
- invalid reasons for target selection; equality issues: code of behaviour for CCTV Operators, Data protection, Human rights: type of issue to give concern,
- justification of continued targeting

2.7 Identify the methods used when targeting suspects and vehicles

- use of: Facial recognition or ANPR for vehicles,
- deploying cameras appropriately so target is not lost
- ensuring have image for identification purposes
- zooming to get image for identifications purpose
- obtaining views suitable for investigations

2.8 State the importance of accurate record keeping

- Importance of accurate and detailed note taking and record keeping:
  - admissible in court, audit trail,
  - guidelines for writing notes and records.
  - consequences of incorrect record keeping,
  - ensure rough notes also kept as can be used as evidence

**LO3: Understand relevant legislation and how it impacts on CCTV operations**

3.1 Identify how Data Protection legislation impacts on the role of the CCTV operator

- Impact of Data Protection legislation:
  - The 8 principles of data protection,
  - e.g. How long data may be kept, Data must be relevant, adequate and not excessive
  - subject access and who is responsible
  - Information Commissioners code of practice for CCTV; registrations of CCTV system; person responsible for system; signage about system; quality, access, disclosure and processing of images/data, access by data subjects,

3.2 Identify how Freedom of Information legislation impacts on the role of the CCTV operator

- Impact of freedom of information legislation Freedom of Information (Scotland) Act (2002); who it applies to (public bodies including companies owned by Scottish Ministers and other Scottish public authorities);
  - who can request information under the act and what type of information;
  - exemptions

3.3 Identify how Human Rights legislation impacts CCTV operations

- Impact of Human Rights legislation: Human Rights Act (1998)/ Scottish Commission for Human Rights Act 2006:
  - the authorising officer; the grounds for directed surveillance; circumstances under which it can be granted to not contravene the articles.
  - Articles are: Absolute, limited and qualified
  - Main articles:
    - Article 6: right to a fair trial
    - Article 8: right to privacy and family life
    - Article 14: prohibition of discrimination

- 3.4 Identify the main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act
- RIP(S)A: Regulation of Investigatory Powers (Scotland) Act (2000)
  - Protections of Freedoms empowers the CCTV Commissioners code of practice and the Surveillance Camera Code of Practice
- 3.5 State how main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act impact on CCTV operations
- Impact of RIP(S)A: requirements for authorisation of covert/directed surveillance, circumstance for authorisation; who can authorise, Definition of surveillance
  - Freedom act: empowers the commissioner's code and the destruction of images
- 3.6 State how to conduct surveillance planning
- Authorisation levels: circumstances when authorisation is required; Authorisation by Police, security services, local authorities;
  - What plan is: when, where, time and for how long/, how it must be carried out, who etc.
  - RIP(S)A authority if applicable
- 3.7 Identify how the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act impact on the role of a CCTV operator when collecting and processing evidence
- Importance of continuity of evidence:
    - Different types of evidence,
    - requirements for presentation of evidence, audit trails, record keeping and note taking/ statement forms, correct descriptions, exhibit numbers
    - all evidence must be disclosed used and unused, including rough notes which must be kept
- 3.8 Identify how the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act impact on the role of a CCTV operator when securing evidence
- Storage, statement, hand over to relevant authority
  - Ensuring that operational procedures and audit trails and continuity of evidence procedures are followed – particular to the production of exhibits.
  - What is evidence – format – bagging tagging procedures and other forms of preservation
- 3.9 Identify the responsibilities of the CCTV operator to produce statements and give evidence in court
- Produce statements and give evidence in court:
  - responsibility to provide or give evidence in court when required
  - consequences of failing to do so,
  - guidelines for giving evidence in Court,
  - Judiciary and Courts (Scotland) Act 2008, Sheriff Courts (Scotland) Act 1907, role of the Procurator Fiscal and the structure of statements
- 3.10 Identify how the Sex Offenders legislation impacts on CCTV operations
- Sex offenders act 1997 and Sexual Offences Act 2003
    - The sex offenders register / may receive targeting requests / understand requirements for release if images to authorised parties for ID or appeals for witnesses/ confidentiality of information.

- Safeguarding requirements: safeguarding children and young people, and others including voyeurism,
- limits what can view and record
- what considerations to take before viewing CCTV material
- defines what a sexual offence is
- to help prevent and report and detect

**LO4: Understand the importance of communication within CCTV operations**

**4.1 State how CCTV operators interact with third parties during an incident**

- Interacting with third parties during an incident:
  - types of third party: police, customs health and safety, ambulance, fire etc.
  - Types of assistance: providing intelligence and information, tracking, searching and securing area; crowd control/evacuation; recording evidence
  - radio, phone, person / dedicated person in room / dedicated telephone line, radios etc.

**4.2 Identify ways in which the CCTV operator can assist statutory enforcement agencies**

- Assisting the statutory enforcement agencies:
  - know which are the relevant enforcement agencies;
  - providing intelligence and information, descriptions, searching and securing area;
  - recording evidence and providing updates

**4.3 Identify actions to take on receiving a request for assistance from the police and other partners**

- Making a record of the receipt of the request
- communicating with team/ supervisor
- prioritising / type of request priority or emergency = 2 types of procedures

**4.4 State the importance of team working**

- Team working can be within the CCTV team or include outside agencies
  - maximises efficiency
  - people work to own strengths
  - share tasks and responsibilities
  - common targets
  - improves communication
- When working as a team it is important that information is communicated clearly within the team and other agencies
- Prevents:
  - Duplication of tasks
  - Inefficiency / misunderstanding

**4.5 Identify the importance of dedicated communication links with third parties**

- Importance of dedicated communication links with third parties:
  - third parties: police, PCSOs, wardens;
  - types of links: police and council control rooms, emergency centres, communication networks;
  - importance in incident management and reporting;
  - secure lines and network / inscription of data.

- 4.6 State the importance of accurate and timely communication up and down the reporting chain
- Importance of communication:
    - reporting chains,
    - importance of following procedures, including reporting procedures
    - consequences of inaccurate or delayed communication

**LO5: Understand emergency procedures in the CCTV control room**

- 5.1 State the actions to take when an evacuation of the control room is ordered
- Actions if an evacuation is ordered: procedures for equipment, keys, control logs, transferring control to remote centre (if applicable), doors, windows, lights, personal belongings, dispersal/assembly, importance of following evacuation plan
  - Ensuring that if evacuation is caused by
    - fire the doors and windows are left closed
    - suspected bomb the doors and windows are left open
  - subsequent actions on evacuating the control room
    - go to muster point or
    - location specified by emergency services
- 5.2 State the procedures to follow on re-occupying the CCTV control room after an evacuation
- Re-occupying CCTV control room after an evacuation:
    - equipment checking; operational status, reboot of any system that has been shut down re-establishing police contact; review of data recorded in interim; updating of logs, following procedures, reporting of incident.
- 5.3 State how to carry out a search of the CCTV control room for a suspicious object
- Types of search: Routine and non-routine
  - Routine: at start of shift or as per procedure, being familiar with control room, being alert
  - Non-routine: divide area in sections, look not touch, systematic
  - If found evacuate/ inform supervisor
- 5.4 Identify actions to take if a suspicious object is found in the CCTV control room
- Suspicious object found in CCTV control room:
    - searching procedures,
    - common indicators of IEDs;
    - Other suspicious objects: chemical, biological, radioactive, nuclear (CRBN)
    - appropriate procedures if suspicious object is found
    - Object can be delivered e.g. post, planted or brought in
    - Actions: Do not touch, or do anything to it at all, call the police on land line, inform management, evacuate if applicable
- 5.5 State the actions to be taken in the event of a systems failure
- Systems failure:
    - back-up systems,
    - contingency exit opening from inside only and procedure for using,
    - fault reporting procedure,
    - maintaining safety and security

**LO6: Understand the characteristics of a CCTV system**

6.1 State the purposes of a CCTV system

- Purpose of CCTV system:
  - assisting in the prevention and detection of crime;
  - assisting in promotion of community safety/safety of the public

6.2 Identify the main components of the CCTV system

- Main components of CCTV system: cameras, lenses, operator control, keyboard/ touch screen; display screens/ monitors, transmission system, matrix, recorder, printer: types and functions

6.3 Identify the main types of CCTV cameras

- CCTV cameras: technology: analogue and digital;
- monochrome, colour and switching;
- fixed, PTZ, mobile; lenses: zoom and vari-focal;
- Housing: rectangular or shoe box, dome;
- lighting: infra-red;
- location, transmission of images: co-axial, twisted pair, fibre optic, microwave, radio, internet protocol;
- Mountings: suitability for indoors /outdoors, size, material, suitability to camera.

6.4 Identify current and emerging CCTV technologies

- Examples of technologies:
- ANPR: Automatic Number Plate Recognition, purpose and operation;
- Biometrics: facial recognition, iris scanning, fingerprint readers, purpose and operations, palm print reader, voice recognition;
- Visual Recognition: purpose and operation;
- Digital Recording: purpose and operation;
- Algorithms: purpose and operation,
- Thermal scanning: purpose and operation; new technologies
- Voice recording in control room
- Use of telephone and microphone by operators

**LO7: Understand health and safety relevant to the CCTV operator**

7.1 State procedures for lone working

- Regular check calls
- logs
- electronic devices for reporting to control room

7.2 State the guidelines for CCTV operators under the Display Screen Regulations

- Health and Safety (Display Screen Equipment) Regulation 1992, duties of employers and employees
- Carry out risk assessment of work station
- Training
- regular breaks
- eye sight test

- 7.3 Identify the reasons for operator check call systems
  - to ensure safety and security of operator and other staff monitored by control room
  
- 7.4 State the key indicators of stress and how these can be managed
  - causes: work-related, non-work related;
  - key indicators: physical, behavioural, emotional; alleviating stress: stress management
  
- 7.5 State the purpose of a risk assessment
  - find hazards and minimise them
  - reduce risk
  - reduce accidents

**Unit 3: Practical Operation of CCTV Equipment within the Private Security Industry**

Unit number: UG48 04  
**Min. contact time:** 8-hours  
 GLH: 8  
 SCQF Credit: 1  
 Level: 6

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to use CCTV equipment	1.1. Explain the actions to be carried out when suspected criminal activity is detected by a CCTV operator 1.2. Explain how to work with the control room team to deal with multiple incidents 1.3. Identify body language and behaviours that could indicate unusual or suspicious activity
2. Be able to operate the CCTV system	2.1. Carry out functional checks of the CCTV system 2.2. Carry out equipment fault reporting procedures 2.3. Use keypads and joysticks to operate cameras, monitors and associated equipment 2.4. Give clear and accurate descriptions of people, vehicles and events 2.5. Detect and track/follow a suspect on foot or in a vehicle 2.6. Use cameras to view a suspect entering or leaving an area 2.7. Carry out a lost contact drill 2.8. Use cameras to search the outside of buildings, streets and open spaces for suspicious items 2.9. Produce images for evidential purposes 2.10. Record images onto storage media in an evidentially sound manner 2.11. Overcome problems caused by weather, lighting and poor positioning when using CCTV equipment 2.12. Complete documentation ensuring audit trail is sound



**LO1: Understand how to use CCTV equipment**

- 1.1. Explain the actions to be carried out when suspected criminal activity is detected by a CCTV operator
- Options available to the CCTV operator when suspected criminal activity is detected:
    - Know what is suspected criminal activity,
    - reporting incident if applicable,
    - using cameras appropriately, including wide angle views as well as specific close up views,
    - tracking,
    - real time recording,
    - gathering evidence,
  - Being aware of Human Rights Act, RIP(S)A, DPA, SOA
- 1.2. Explain how to work with the control room team to deal with multiple incidents
- Dealing with multiple incidents:
    - working as a team,
    - prioritising of incidents,
    - best use of available equipment,
    - communication with team and statutory enforcement agencies (includes notifying if applicable) ,
    - images for identification and evidential purposes
    - completing relevant documentation
    - post incident actions
- 1.3. Identify body language and behaviours that could indicate unusual or suspicious activity
- Identifying body language and behaviours that could indicate unusual or suspicious activity:
    - relevant types of body language and behaviour of groups and individuals,
    - repeated routes,
    - concealing features and items.

**LO2: Be able to operate the CCTV system**

- 2.1 Carry out functional checks of the CCTV system
- Functional checks:
    - routine and handover checks,
    - equipment to be checked: cameras, monitors, recording equipment, computer, workstation, health and safety;
    - how to carry out checks,
    - recording procedures and forms to be completed.
- 2.2 Carry out equipment fault reporting procedures
- Any faults identified and relevant documentation completed and handed over.
  - common types of fault,
  - why faults must be reported/dealt with,
  - procedure for getting faults repaired,
  - who needs to be informed.
- 2.3 Use keypads and joysticks to operate cameras, monitors and associated equipment
- Use of keypads and joysticks to operate cameras, monitors and associated equipment:
    - pan, tilt, zoom, controls, monitors, switching cameras,

- incident handling: if electronic or paper based
- 2.4 Give clear and accurate descriptions of people, vehicles and events
  - Give clear and accurate descriptions of people, vehicles and events:
    - description of individual persons, a group, a vehicle, an incident,
    - provide location and directions,
    - individual: gender, age, build/weight, height, clothing, distinguishing features, ethnicity, hair etc.
    - car colour, registration and type (as a minimum)
    - type of incident, location, who /what is involved, describe event as unfolds
    - complete relevant documentation
- 2.5 Detect and track/follow a suspect on foot or in a vehicle
  - Locate and track a suspect: individual in vehicle and as a pedestrian:
    - locate and track suspect using multiple cameras (suspect moving from one camera field to another),
    - positioning cameras, use of pan tilt and zoom,
    - securing evidence for identification and of incident of evidential quality.
    - communication with team and third parties
    - contacting neighbouring control room if leaving area
- 2.6 Use cameras to view a suspect entering or leaving an area
  - View a suspect entering or leaving an area:
    - use of multiple cameras,
    - positioning cameras, pan tilt zoom,
    - communication with team and third parties,
    - securing evidence for identification of evidential quality.
- 2.7 Carry out a lost contact drill
  - Lost contact drills:
    - checks of last location,
    - appropriate use of multiple cameras,
    - working as a team,
    - prioritising search area,
    - methodical and systematic searching,
    - communication with team and third parties,
    - zooming out and carrying out a 360-degree check,
    - contacting neighbour control room if relevant.
    - understand patience required
- 2.8 Use cameras to search the outside of buildings, streets and open spaces for suspicious items
  - Use cameras to search for items:
    - appropriate use of multiple cameras to search area,
    - working as a team,
    - methodical/ systematic searching,
    - zooming out and carrying out a 360-degree check
    - communication with team and third parties,
    - recognising an IED / abandoned vehicle/ stolen/ dangerous goods / items used in connection with criminal activity / or dangerous items.
    - actions if located; inform relevant authorities.

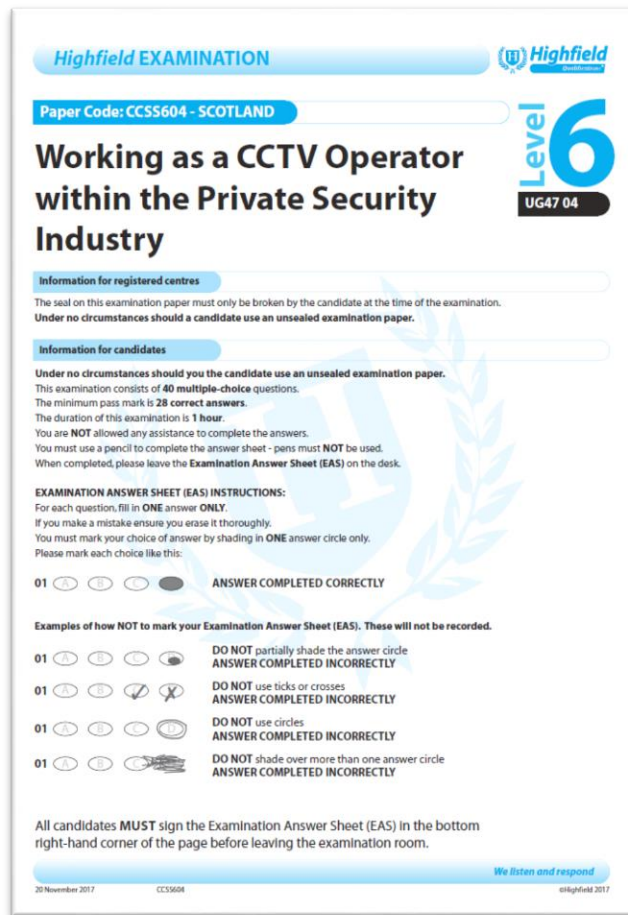
- (the same approach would be used for lost children vulnerable adults etc.)
- 2.9 Produce images for evidential purposes
  - Producing images of sufficient quality:
    - producing images of quality/size that could be used as evidence identification, 100%
    - recognition of people and vehicles, 50%
    - showing close ups and or wide angle of incident;
    - use of real time recording,
    - use of multiple cameras,
    - use of pan tilt and zoom,
    - appropriate paperwork.
    - solid audit trail
- 2.10 Record images onto storage media in an evidentially sound manner
  - Recording images onto storage media:
    - using digital (or analogue) system: labelling/ unique reference numbers, producing copies that could be used as evidence, continuity of evidence, appropriate paperwork.
  - Documentation associated with an incident:
    - completing incident report/log, witness statement and other documentation for incident; documentation associated with recording and storing images.
- 2.11 Overcome problems caused by weather, lighting and poor positioning when using CCTV equipment
  - Overcoming poor weather, lighting and positioning:
    - use of ancillary equipment,
    - alternative light sources,
    - alternative cameras,
    - use of infra-red,
    - an tilt zoom,
    - monitor controls,
    - recording and reporting procedures.
    - alterative position of camera
- 2.12 Complete documentation ensuring audit trail is sound
  - Documentation associated with an incident:
    - completing incident report/log,
    - witness statement and other documentation for incident;
    - documentation associated with recording and storing images.
    - include any rough notes taken during incident.
  - Ensure documentation is: accurate and detailed and audit trails is sound


## Appendix 3: Sample Assessment Material

This qualification is assessed via two methods:

1. Practical demonstration; and
2. Multiple-choice question papers.

Please see below screen shots of sample materials and resources associated with this qualification. These should be used by the learner, and the Centre workforce to support the successful completion of the qualification.



**Highfield EXAMINATION** 

Paper Code: CCSS604 - SCOTLAND

### Working as a CCTV Operator within the Private Security Industry

**Level 6**  
UG47 04

**Information for registered centres**

The seal on this examination paper must only be broken by the candidate at the time of the examination.  
**Under no circumstances should a candidate use an unsealed examination paper.**

**Information for candidates**

**Under no circumstances should you the candidate use an unsealed examination paper.**  
This examination consists of **40 multiple-choice** questions.  
The minimum pass mark is **28 correct answers**.  
The duration of this examination is **1 hour**.  
You are **NOT** allowed any assistance to complete the answers.  
You must use a pencil to complete the answer sheet - pens must **NOT** be used.  
When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

**EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:**  
For each question, fill in **ONE** answer **ONLY**.  
If you make a mistake ensure you erase it thoroughly.  
You must mark your choice of answer by shading in **ONE** answer circle only.  
Please mark each choice like this:

01  A  B  C  D **ANSWER COMPLETED CORRECTLY**

**Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.**

01  A  B  C  D **DO NOT partially shade the answer circle**  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT use ticks or crosses**  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT use circles**  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT shade over more than one answer circle**  
**ANSWER COMPLETED INCORRECTLY**

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

20 November 2017 CCSS604 We listen and respond  
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## Appendix 4: Standards of Behaviour for CCTV Operatives

### Personal Appearance

A CCTV operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a CCTV operative, and is in accordance with the employer's guidelines
- Wear his/her Security Industry Authority licence on the outside of their clothing whilst on duty, displaying the photograph side (except close protection operatives)

### Professional Attitude & Skills

A CCTV operative should:

- Greet visitors to the premises in a friendly and courteous manner
- 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 security operatives' 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
- Develop knowledge of local services and amenities appropriately

### General Conduct

In carrying out his/her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals
- Never abuse his/her position of authority
- Never carry any item which is or could be considered to be threatening
- Report all incidents to the management
- Co-operate fully with members of the police and partners, Local Authority, Security Industry Authority, and other statutory agencies with an interest in the premises or the way they are run.

### Organisation / Company Values and Standards

A CCTV operative should:

- Adhere to the employing organisation / company standards
- Be perceptive of the employing organisation / company culture and values
- Contribute to the goals and objectives of the employing organisation / company.