



Scottish Qualifications Authority

Security Licence Qualifications

Candidate Handbook

**GA2K 46 Award in CCTV Operations (Public Space
Surveillance) (Scotland)**

Publication date: May 2011

Publication code: AA5842

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ
Ironmills Road, Dalkeith, Midlothian EH22 1LE

www.sqa.org.uk

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1 Introduction

This is the SQA Handbook for candidates undertaking the licence-linked security **Award in CCTV Operations (Public Space Surveillance) (Scotland)**.

The Handbook explains why you need the qualification if you want to work in the private security industry in the UK and then goes on to give some more detail about who is involved and why.

If you want any further information, you can look at these websites:

- ◆ www.sqa.org.uk
- ◆ www.sia.homeoffice.gov.uk

1.1 Background

Under the Private Security Industry (PSI) Act of 2001, everyone wishing to work legally in certain roles in the private security sector has to have a licence. The licences are administered by the Security Industry Authority (SIA). You can take a major step towards your SIA licence by achieving an appropriate qualification.

The Scottish Qualifications Authority (SQA) has developed a range of qualifications that link directly to the licence. The SIA has endorsed these qualifications and the way SQA operates them.

The Private Security Industry Act 2001 outlines, through a series of clauses, a system for the statutory regulation of the private security industry.

These clauses create the offence of engaging in conduct for which a licence is required when not in possession of the appropriate licence. The penalty on conviction in a magistrate's court is up to six months' imprisonment or a fine of up to £5,000, or both.

The sectors or activities that must be covered by a licence are currently:

- ◆ Cash And Valuables in Transit
- ◆ CCTV Operations (Public Space Surveillance)
- ◆ Close Protection
- ◆ Door Supervision
- ◆ Key Holding
- ◆ Security Guarding
- ◆ Vehicle Immobilising, Restricting and Removing

The Secretary of State for the Home Department can, by order, add or remove activities from this list.

1.2 The Security Industry Authority (SIA)

The Security Industry Authority (SIA) is an independent body reporting to the Home Secretary. It was established in 2003 under the terms of the Private Security Industry Act 2001, and is responsible for regulating the private security industry.

- ◆ Its goal is to help protect society by developing and achieving high standards within the UK private security industry.
- ◆ It has two main duties. One is the compulsory **licensing of individuals** working in specific sectors of the private security industry; the other is to manage the **Approved Contractor Scheme (ACS)**, which measures private security companies against a set of independently assessed criteria.
- ◆ Its licensing scheme currently covers manned guarding (which includes security guarding, door supervision, close protection, cash and valuables in transit, and public space surveillance using CCTV) as well as key holding and vehicle immobilising (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ The ACS introduced a set of operational and performance standards for companies providing private security services. Those organisations that meet these standards are awarded Approved Contractor status. This status provides purchasers of private security services with independent proof of a contractor's commitment to quality.
- ◆ It advocates that a professional, regulated private security industry has the potential to become a valuable member of the extended police family, helping to reduce crime, disorder and the fear of crime.
- ◆ It keeps under review the private security industry and the operation of the legislative framework.
- ◆ It monitors the activities and effectiveness of those working in the industry.
- ◆ It conducts inspections.
- ◆ It sets and approves standards of conduct, training and supervision within the industry.
- ◆ It makes recommendations to improve standards.

1.3 The Scottish Qualifications Authority (SQA)

SQA is an executive non-departmental public body sponsored by the Scottish Government. It is the national body in Scotland responsible for the development, accreditation, assessment and certification of qualifications other than degrees. Its functions are set out in the Education (Scotland) Act 1996 as amended by the Scottish Qualifications Act 2002.

SQA's overall aim is to manage the qualification system below degree level to allow students to fulfil their potential to participate in the economy, society and communities of Scotland.

2 Qualifications

Only qualifications awarded by a recognised and approved awarding body, such as SQA, and, where the individual qualification has been positioned within the Scottish Credit and Qualifications Framework (or equivalent regulated framework), will be regarded by the SIA as legitimate for contributing towards licensing.

SQA has developed a suite of three licence-linked qualifications (see Appendix 1):

- ◆ GA2H 46 Award in Security Guarding (Scotland)
- ◆ GA2J 46 Award in Door Supervision (Scotland)
- ◆ GA2K 46 Award in CCTV Operations (Public Space Surveillance) (Scotland)

Whichever qualification you are doing will require you to undertake a period of training, after which you will be assessed.

2.1 Purpose of the SQA Award in CCTV Operations (Public Space Surveillance) (Scotland)

The qualification is designed for people who wish to seek employment as a CCTV operator and apply for a licence to practise. The qualification embeds the SIA's specifications for learning, which cover all the required aspects of knowledge and skills for CCTV operators.

Applicants for an SIA licence to practice must be 18 years of age or over. The SIA also requires proof of identity.

2.2 Recommended entry requirements

There are no formal recommended entry requirements. However, it would be beneficial if you had Communication skills at SCQF level 5 and Working with Others at SCQF level 5 (or equivalent qualifications or experience).

2.3 Credit points and level

The Award in CCTV Operations (Public Space Surveillance) (Scotland) has four SCQF credit points at SCQF level 6.

2.4 Award structure and content

The qualification consists of three mandatory Units which cover a mixture of knowledge and understanding and practical skills. The mandatory Units are:

- ◆ FD39 04 Working in the Private Security Industry
- ◆ FD38 04 Working as a CCTV Operator
- ◆ FD3F 04 Practical Operation of CCTV Equipment

The areas of learning that will be covered are:

- ◆ **Common Security Industry Knowledge:** awareness of the law in the Private Security Industry; health and safety for the Private Security Operative; fire safety awareness; emergency procedures; knowledge of the main characteristics of the Private Security Industry; communication skills and customer care.
- ◆ **Working as a CCTV Operator and Practical Operation of CCTV Equipment:** introduction to the roles and responsibilities of the CCTV Operator and other CCTV staff; codes of practice, operational procedures and guidelines; CCTV equipment and its operation; control room communications; legislation; dealing with incidents; CCTV surveillance techniques; emergency procedures in the CCTV control room.

2.5 Programme delivery

SQA does not prescribe the mode of delivery for this qualification. Centres can offer the qualification using any mode of delivery that meets the needs of candidates. However, the SIA has recommended Guided Learning Hours and Minimum Contact Hours:

Unit title	SIA Guided Learning Hours	Minimum Contact Hours
FD39 04 Working in the Private Security Industry	10	5
FD38 04 Working as a CCTV Operator	14	14
FD3F 04 Practical Operation of CCTV Equipment	8	8

2.6 Assessment requirements

Your knowledge and understanding will be tested by online, on-demand multiple choice question (MCQ) papers. The MCQ papers will be generated from an item bank that has been developed by SQA. This method of assessment ensures that you will be presented with a unique examination paper and that assessment and re-assessments can be taken at any point throughout the year. In addition, your results are available immediately on completion of the examinations.

Your practical skills will be tested in centres by qualified assessors observing your practical performance. The assessor will complete an observation checklist. Where possible, performance will also be visually recorded. The assessment will be externally verified by SQA.

Approach to assessment

Unit	Assessment
FD39 04 Working in the Private Security Industry	Externally set multiple choice question paper for the whole Unit.
FD38 04 Working as a CCTV Operator	Externally set multiple choice question paper for the whole Unit.
FD3F 04 Practical Operation of CCTV Equipment	Assessment of your practical skills.

You must pass both multiple choice question papers and the practical assessment to achieve the full qualification.

2.7 Exemptions

If you have achieved a particular Unit or Units in another licence-to-practise qualification from an SIA approved awarding body, you will not have to achieve this Unit again.

There are more details of exemptions on the SIA's website.

2.8 Alternative assessment arrangements

The additional support needs of individual candidates will be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. There's more advice on SQA's website www.sqa.org.uk/assessmentarrangements.

Please note that all assessments will be conducted in English and that scribes and readers will not be permitted for those whose first language is not English. Centres are advised to carry out an initial assessment of prospective candidates to identify whether additional learning in English is required before the candidate undertakes a Security qualification. For further details, please refer to the SIA website.

3 Licensing

The process for licensing (see Fig 1) requires you to:

- ◆ Undertake training and assessment, and achieve the SQA qualification at an SQA approved centre. The trainers and centre staff will deal with all the administration.
- ◆ Prove your own identity. The centre staff will tell you what you need.
- ◆ Apply to the SIA for your licence — this will involve you providing a licence application fee, identification documents and photographic identification. The SIA will also undertake a criminality check.

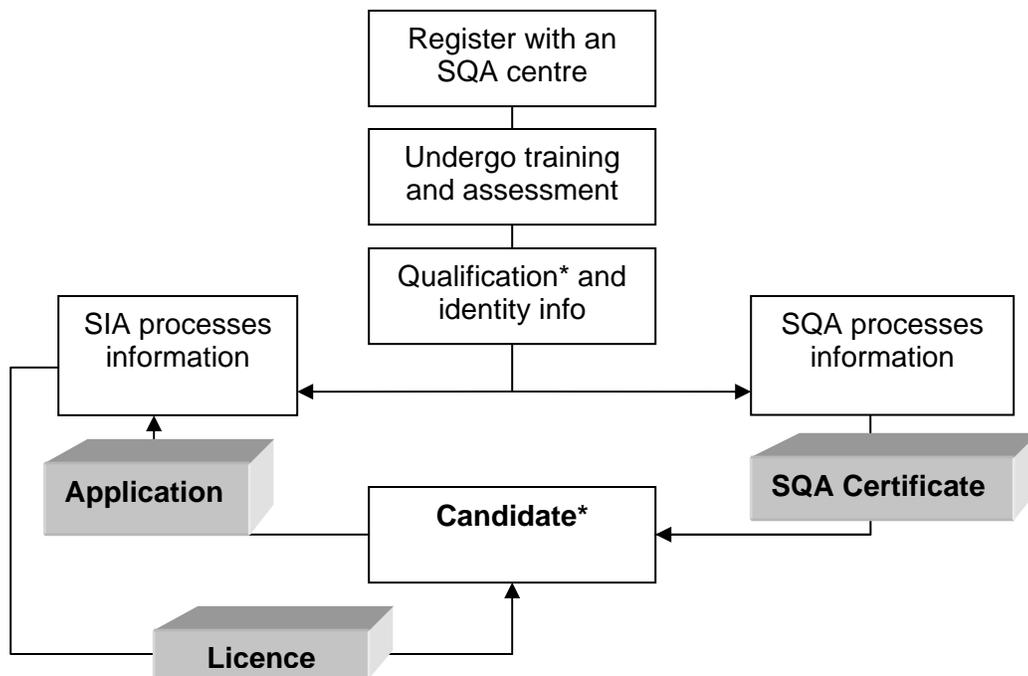
Further details on applying for an SIA licence can be found on the following link:

<http://www.sia.homeoffice.gov.uk/pages/step-by-step.aspx>.

Further details on acceptable evidence to prove identity can be found on the following link:

<http://www.sia.homeoffice.gov.uk/Pages/licensing-id-checklist.aspx>.

Fig 1: The process



*You will apply to the SIA for your licence when you have achieved the SQA qualification. Note that you must be at least 18 to apply for a licence.

Appendix 1: Overview of SQA Security Licence-Linked Qualifications

Key:

SG Award in Security Guarding (Scotland)

DS Award in Door Supervision (Scotland)

CCTV Award in CCTV Operations (Public Space Surveillance) (Scotland)

Unit	SG	DS	CCTV	Assessment
FD39 04 Working in the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10	Y	Y	Y	Externally set multiple choice question paper for whole Unit.
FD3A 04 Conflict Management for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8	Y	Y		Externally set multiple choice question paper for whole Unit.
FD3E 04 Working as a Security Officer 1 SCQF credit point at SCQF level 6 GLH = 8	Y			Externally set multiple choice question paper for whole Unit.
FD3D 04 Working as a Door Supervisor 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper for whole Unit.
FD3C 04 Physical Intervention Skills for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper and internal assessment of practical skills.
FD38 04 Working as a CCTV Operator 2 SCQF credit points at SCQF level 6 GLH = 14			Y	Externally set multiple choice question paper for whole Unit.
FD3F 04 Practical Operation of CCTV Equipment 1 SCQF credit point at SCQF level 6 GLH = 8			Y	Internal assessment of practical skills.

Appendix 2: Unit specifications

FD39 04 Working in the Private Security Industry

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

<p>4 Know how to apply the principles of fire safety</p>	<p>4.1 Identify the three components that must be present for fire to exist 4.2 Describe how fire can be prevented 4.3 Identify fires by their classification 4.4 Identify the types and uses of fire extinguishers and fire fighting equipment 4.5 State appropriate responses on discovering a fire 4.6 Explain the importance of understanding fire evacuation procedures</p>
<p>5 Know how to deal with non-fire-related workplace emergencies</p>	<p>5.1 Define the term 'emergency' when used in the workplace 5.2 Identify types of workplace emergencies 5.3 Identify appropriate responses to workplace emergencies 5.4 Outline the procedures for dealing with bomb threat warning calls 5.5 Identify appropriate responses to situations requiring first aid</p>
<p>6 Understand the principles of effective communication and customer care in the private security industry</p>	<p>6.1 Describe the elements of the communication process 6.2 Identify methods of verbal and non-verbal communication 6.3 Identify common barriers to communication 6.4 State the importance of effective communication in the workplace 6.5 Identify different types of customers and how their needs can vary 6.6 Describe the principles of customer care</p>

FD38 04 Working as a CCTV Operator

Learning outcome	Assessment criteria
<p>1 Understand CCTV Codes of Practice, Operational Procedures and Guidelines</p>	<p>1.1 Identify the purpose of codes of practice, operational procedures and guidelines</p> <p>1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations.</p> <p>1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and the public.</p> <p>1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator</p> <p>1.5 State why the control room is kept as a secure environment</p> <p>1.6 Identify the key features of access control systems</p> <p>1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room</p> <p>1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators</p>
<p>2 Understand relevant legislation and how it impacts on CCTV operations</p>	<p>2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator</p> <p>2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator</p> <p>2.3 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation</p> <p>2.4 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations</p> <p>2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation</p> <p>2.6 Explain the main provisions of Freedom of Information legislation</p> <p>2.7 State how Freedom of Information legislation differs from Data Protection legislation</p> <p>2.8 Identify how Display Screen Regulations impact on the role if the CCTV operator</p> <p>2.9 Identify the causes, key indicators and means of alleviating stress</p>
<p>3 Understand the roles and responsibilities of the CCTV Operator and other CCTV staff</p>	<p>3.1 Describe the purpose of a CCTV system</p> <p>3.2 Identify the main roles and responsibilities within a typical CCTV control room team</p> <p>3.3 State the importance of accurate and timely communication up and down the reporting chain</p>

	<p>3.4 Explain the importance of sharing information between the team and other agencies</p> <p>3.5 Explain the importance of the continuity of evidence</p> <p>3.6 Identify the responsibilities of the operator to produce statements and give evidence in court</p> <p>3.7 State the importance of accurate and detailed note taking and record keeping</p>
<p>4 Understand the characteristics of a CCTV system</p>	<p>4.1 Identify the main components of the CCTV system</p> <p>4.2 Describe the main types of CCTV cameras and mountings</p> <p>4.3 Describe how technologies such as ANPR, Biometrics, Visual Recognition, Digital Recording are used with CCTV equipment</p> <p>4.4 Explain the importance of dedicated communication links with third parties</p>
<p>5 Understand how to make effective use of CCTV equipment</p>	<p>5.1 Identify the main types of incidents that a CCTV operator may assist with</p> <p>5.2 Identify typical crime hot spot locations</p> <p>5.3 Describe how local crime and disorder issues affect CCTV operations</p> <p>5.4 Explain how CCTV operators interact with third parties during an incident</p> <p>5.5 Identify the appropriate options available to the CCTV operator when the law is broken</p> <p>5.6 Identify ways in which the CCTV operator can assist the statutory enforcement agencies</p> <p>5.7 Describe how to recognise an Improvised Explosive Device (IED)</p> <p>5.8 Explain how CCTV can assist external agencies during a bomb alert</p> <p>5.9 Explain the reasons for and methods of target selection including equality issues</p>
<p>6 Understand Emergency Procedures in the CCTV Control Room</p>	<p>6.1 State actions to be taken in the event of a access control systems failure</p> <p>6.2 State the actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room</p> <p>6.3 State the actions to be taken if a suspicious object is found in the CCTV control room</p> <p>6.4 State the actions to be carried out if an evacuation is ordered</p> <p>6.5 State the procedures to be followed on re-occupying the CCTV control room after an evacuation</p>

FD3F 04 Practical Operation of CCTV Equipment

Learning outcome	Assessment criteria
<p>1. Be able to operate CCTV equipment</p>	<p>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</p>
<p>2. Be able to demonstrate operational use of a CCTV system</p>	<p>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</p>