

# **Scottish Qualifications Authority**

## **Security Licence Qualifications**

### **Candidate Handbook**

**Award for Working as a CCTV Operator**

**GK5F 46 — (Public Space Surveillance) within the  
Private Security Industry (Scotland) at SCQF  
level 6**

**May 2015**

**Version: 01**

## History of changes

Version	Description of change	Date

## Contents

1	Overview .....	1
1.1	Background .....	1
1.2	Security Industry Authority (SIA) .....	2
1.3	SQA .....	3
2	Training .....	3
3	Qualifications .....	4
3.1	The Qualification Structure and Assessment for Working as a CCTV Operator (Scotland) .....	4
4	Licensing .....	5
5	Unit Specifications .....	6
Appendix 1:	Overview of SQA Security Licence-Linked qualifications .....	14
Appendix 2:	SIA Standards of Behaviour for Security Operatives .....	16

# 1 Overview

This is the SQA Handbook for candidates undertaking the licence-linked security qualification.

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

The Handbook tells you about 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 context about who is involved and why.

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

[www.sqa.org.uk](http://www.sqa.org.uk)

[www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)

## 1.1 Background

The Private Security Industry (PSI) Act of 2001 means that everyone wishing to work legally in certain roles, or to continue to work legally in the private security sector, has to have a licence. The licences are administered by the Security Industry Authority (SIA).

The Scottish Qualifications Authority (SQA) has developed a range of qualifications which are linked directly to SIA licensing. The SIA has endorsed these qualifications and the way that the 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 magistrates' court, is up to six months' imprisonment or a fine of up to £5,000, or both. Further details can be found on the SIA website.

The current designated sectors or activities that must be covered by a licence are as follows:

- ◆ Cash and Valuables in Transit
- ◆ CCTV (Public Space Surveillance)
- ◆ Close Protection
- ◆ Door Supervision
- ◆ Key Holding
- ◆ Security Guarding
- ◆ Vehicle Immobilising (Northern Ireland only)

The Secretary of State can, by order, add or remove activities from the above list.

## 1.2 Security Industry Authority (SIA)

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

- ◆ 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**, 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 immobilizing (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ Its Approved Contractor Scheme (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 accreditation provides purchasers of private security services with independent proof of a contractor's commitment to quality.
- ◆ It believes 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 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. Our functions are set out in the Education (Scotland) Act 1996 as amended by the Scottish Qualifications Act 2002.

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

## 2 Training

Section 1 of the Private Security Industry Act 2001 specifies that the functions of the SIA include ‘to set or approve standards of training’ and ‘to make recommendations and proposals for the maintenance and improvements of standards in the provision of security industry services and other services involving the activities of security operatives’.

The Act continues, in Section 7 to state that licensing criteria ‘may include such criteria as the Authority considers appropriate for securing that those persons have the training and skills necessary to engage in the conduct for which they are licensed’ and later in Section 9, that the Authority may ‘prescribe or impose conditions as to training’.

The requirement for each licensable sector is set out in the SIA Core Competency specification.

### 3 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 licencing.

The SQA has developed a suite of three licence-linked qualifications (see **Appendix 1**). These are:

- ◆ Award for Working as a Door Supervisor within the Private Security Industry (Scotland) at SCQF level 6
- ◆ Award for Working as a Security Officer within the Private Security Industry (Scotland) at SCQF level 6
- ◆ Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF level 6

Whichever qualification you are doing will require you to undertake a period of training and then you will be assessed. You must fully adhere to the SIA Standards of Behaviour for Security Operatives (See **Appendix 2**).

#### 3.1 The Qualification Structure and Assessment for Working as a CCTV Operator (Scotland)

The qualification consists of the three Units shown below:

Unit	Assessment
Working within the Private Security Industry	Externally set multiple-choice question paper for the whole Unit.
Working as a CCTV Operator within the Private Security Industry	Externally set multiple-choice question paper for the whole Unit.
Practical Operation of CCTV Equipment within the Private Security Industry	Internally marked practical assignment

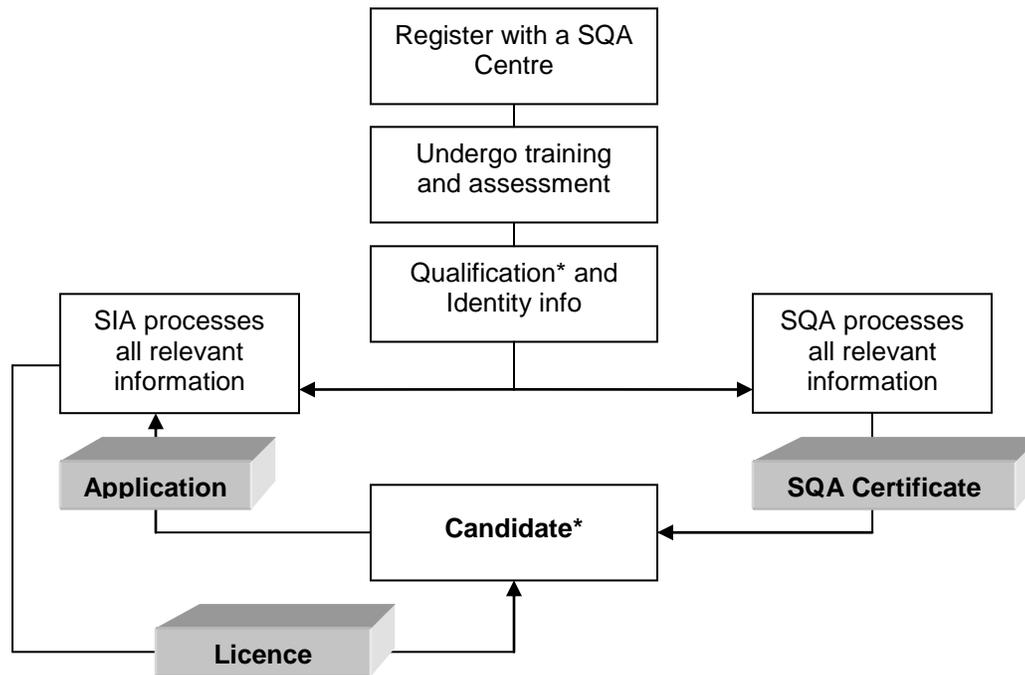
You must pass all of the multiple-choice question paper examinations and practical assessments to achieve the full qualification.

## 4 Licensing

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

- ◆ go through the training and achieve the SQA qualification at a SQA centre (the trainers and centre staff will deal with the administration).
- ◆ prove your own identity and competence (see the SIA website for requirements).
- ◆ apply to the SIA for your licence (the SIA will carry out a criminality check).

Fig 1: The Process (Schematic)



\*You will apply to the SIA for your licence when you have achieved the SQA qualification.

Note that you must be 18 (as a minimum) to apply for a licence.

## 5 Unit Specifications

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

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

Learning Outcome	Assessment Criteria
<p>4 Understand fire procedures in the workplace</p>	<p>4.1 Identify basic fire safety measures</p> <p>4.2 Identify the elements that must be present for fire to exist</p> <p>4.3 identify classifications of fire</p> <p>4.4 Identify basic firefighting equipment</p> <p>4.5 State the different types of fire extinguishers and their uses</p> <p>4.6 State the actions to be taken upon discovering a fire</p> <p>4.7 State the importance of understanding fire control panels</p> <p>4.8 State the importance of understanding fire evacuation procedures</p> <p>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</p> <p>5.2 State how to make emergency calls</p> <p>5.3 Identify actions to be taken in the event of personal injury</p> <p>5.4 Identify factors which may indicate individuals could be vulnerable and at risk of harm</p> <p>5.5 State actions to take when individuals have been identified as vulnerable and at risk of harm</p> <p>5.6 Identify how to report indicators of child sexual exploitation</p> <p>5.7 Identify behaviours that could indicate suspicious or terrorist activity</p> <p>5.8 Identify actions to be taken in the event of a security threat</p> <p>5.9 State the importance of a business continuity plan</p>

Learning Outcome	Assessment Criteria
<p>6 Understand the importance of communication skills and customer care</p>	<p>6.1 State the basic elements of communication</p> <p>6.2 Identify the different types of communication</p> <p>6.3 State the importance of communication in delivering customer care</p> <p>6.4 Identify different types of customer and how their needs can vary</p> <p>6.5 State the principles of customer care</p> <p>6.6 Identify best practice in relation to telephone communications</p> <p>6.7 Identify best practice in relation to radio communications</p> <p>6.8 Recognise the call signs of the NATO phonetic alphabet</p>

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

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

Learning Outcome	Assessment Criteria
<p>3 Understand relevant legislation and how it impacts on CCTV operations</p>	<p>3.1 Identify how Data Protection legislation impacts on the role of the CCTV operator</p> <p>3.2 Identify how Freedom of Information legislation impacts on the role of the CCTV operator</p> <p>3.3 Identify how Human Rights legislation impacts CCTV operations</p> <p>3.4 Identify the main provisions of the Regulation of Investigatory Powers and the Protection of Freedoms Act</p> <p>3.5 State how the main provisions of the Regulation of Investigatory Powers and the Protection of Freedoms Act impact on CCTV operations</p> <p>3.6 State how to conduct surveillance planning</p> <p>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</p> <p>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</p> <p>3.9 Identify the responsibilities of the CCTV operator to produce statements and give evidence in court</p> <p>3.10 Identify how Sex Offenders legislation impacts on CCTV operations</p>

Learning Outcome	Assessment Criteria
<p>4 Understand the importance of communication within CCTV operations</p>	<p>4.1 State how CCTV operators interact with third parties during an incident</p> <p>4.2 Identify ways in which the CCTV operator can assist statutory enforcement agencies</p> <p>4.3 Identify actions to take on receiving a request for assistance from the police and other partners</p> <p>4.4 State the importance of team working</p> <p>4.5 Identify the importance of dedicated communication links with third parties</p> <p>4.6 State the importance of accurate and timely communication up and down the reporting chain</p>
<p>5 Understand emergency procedures in the CCTV control room</p>	<p>5.1 State the actions to take when an evacuation of the control room is ordered</p> <p>5.2 State the procedures to follow on re-occupying the CCTV control room after an evacuation</p> <p>5.3 State how to carry out a search of the CCTV control room for a suspicious object</p> <p>5.4 Identify actions to take if a suspicious object is found in the CCTV control room</p> <p>5.5 State the actions to be taken in the event of a systems failure</p>
<p>6 Understand the characteristics of a CCTV system</p>	<p>6.1 State the purposes of a CCTV system</p> <p>6.2 Identify the main components of the CCTV system</p> <p>6.3 Identify the main types of CCTV cameras</p> <p>6.4 Identify current and emerging CCTV technologies</p>

Learning Outcome	Assessment Criteria
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

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

Learning Outcome	Assessment Criteria
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

## Appendix 1: Overview of SQA Security Licence-Linked qualifications

### KEY:

<b>SO</b>	Award for Working as a Security Officer within the Private Security Industry (Scotland)
<b>DS</b>	Award for Working as a Door Supervisor within the Private Security Industry (Scotland)
<b>CCTV</b>	Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland)

Unit	SO	DS	CCTV	Assessment
Working within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10	Y	Y	Y	Externally set multiple-choice question paper for the whole Unit.
Conflict Management within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8	Y	Y		Externally set multiple-choice question paper for the whole Unit.
Working as a Security Officer within the Private Security Industry 1 SCQF credit point at SCQF level 5 GLH = 10	Y			Externally set multiple-choice question paper for the whole Unit.
Working as a Door Supervisor within the Private Security Industry 2 SCQF credit points at SCQF level 6 GLH = 12		Y		Externally set multiple-choice question paper for the whole Unit.
Physical Intervention Skills within the Private Security Industry SCQF credit points at SCQF level 6 GLH = 15		Y		Externally set multiple-choice question paper and internal assessment of practical skills.

Unit	SO	DS	CCTV	Assessment
Working as a CCTV Operator within the Private Security Industry 2 SCQF credit points at SCQF level 6 GLH = 14			Y	Externally set multiple-choice question paper for the whole Unit.
Practical Operation of CCTV Equipment within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8			Y	Externally set and internally marked practical assignment

## Appendix 2: SIA Standards of Behaviour for Security Operatives

<b>Personal Appearance</b>
<p>A security operative should at all times:</p> <ul style="list-style-type: none"><li>◆ Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines</li><li>◆ Wear his/her Security Industry Authority licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives)</li></ul>
<b>Professional Attitude and Skills</b>
<p>A security operative should:</p> <ul style="list-style-type: none"><li>◆ Greet visitors to the premises in a friendly and courteous manner</li><li>◆ 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</li><li>◆ Carry out his/her duties in a professional and courteous manner with due regard and consideration to others</li><li>◆ Behave with personal integrity and understanding</li><li>◆ Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues</li><li>◆ Be fit for work and remain alert at all times</li><li>◆ Develop knowledge of local services and amenities appropriately</li></ul>
<b>General Conduct</b>
<p>In carrying out his/her duty, a security operative should:</p> <ul style="list-style-type: none"><li>◆ Never solicit or accept any bribe or other consideration from any person.</li><li>◆ Not drink alcohol or be under the influence of alcohol or drugs</li><li>◆ Not display preferential treatment towards individuals</li><li>◆ Never abuse his/her position of authority</li><li>◆ Never carry any item which is or could be considered to be threatening</li><li>◆ Report all incidents to the management</li><li>◆ 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.</li></ul>

## **Organisation/Company Values and Standards**

A security 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