



**Award for Working as a CCTV Operator within the  
Private Security Industry (Scotland)**

**GK5F 46**

**Indicative Content**

**May 2015**

**Version 01**

## History of changes

Version	Description of change	Date

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**NB:** The legal system of Scotland differs from that of England and Wales. These differences should be reflected in the delivery of the qualification.

**Unit Title:** Working within the Private Security Industry

**Unit code:** H8XJ 04

**Date and version:** April 2015, Version 001



Outcome	Assessment Criteria	Indicative Content	Comment
1 Know the main characteristics of the Private Security Industry	1.1 Identify the key purposes of the private security industry	<ul style="list-style-type: none"><li>◆ Prevent and detect crime and unauthorised activities (use of CCTV, presence of uniformed guards, visible security signs)</li><li>◆ 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)</li><li>◆ Monitor and responding to safety risks (controlling site access and egress, performing searches, supervising premises evacuation, responding to emergencies)</li><li>◆ Provide personnel and appropriate protection systems for people, property and premises</li></ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	1.2 State the functions of the Security Industry Authority (SIA)	<ul style="list-style-type: none"> <li>◆ Protect the public and regulate the security industry (licensing, industry regulations)</li> <li>◆ Raise industry standards (Approved Contractor Scheme, licensing for all regulated security businesses)</li> <li>◆ Monitor the activities and effectiveness of those working in the industry (inspections, updating and improving legislation)</li> <li>◆ Set and approve standards of conduct, training and supervision within the industry (SIA Standards of Behaviours, regulation of training providers and training programmes)</li> <li>◆ Keep under review the private security industry and the operation of the legislative framework</li> </ul>	
	1.3 Identify standards of behaviour required of a security operative	<ul style="list-style-type: none"> <li>◆ Personal appearance (smart presentable attire, meet employer guidelines, carry SIA licence while on duty)</li> <li>◆ Professional attitudes and skills (act without discrimination, professionalism, courtesy, personal integrity and understanding, moderate language, alertness, fitness for work)</li> </ul>	

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		<ul style="list-style-type: none"> <li>◆ 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)</li> <li>◆ Organisation/Company Values and Standards (adhere to employer standards, procedures and policies; awareness of employer culture and values)</li> </ul>	
	1.4 Identify different sectors within the private security industry	<ul style="list-style-type: none"> <li>◆ <i>Licensed sectors in manned guarding:</i> vehicle mobilisation; security guarding; door supervision; CCTV; close protection; cash and valuables in transit, keyholding</li> <li>◆ <i>Other sectors:</i> private investigation; events security (stewarding); electronic security and fire security systems; dog handling</li> </ul>	
	1.5 Identify the benefits of linking with crime reduction initiatives	<ul style="list-style-type: none"> <li>◆ <i>Crime reduction initiatives:</i> National PubWatch, local PubWatch initiatives; Crimestopper; partnership working (initiatives to radio link with other venues); Red and Yellow cards; cooperating with Local Authority and police</li> </ul>	

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		<ul style="list-style-type: none"> <li>◆ <i>Benefits</i>: 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</li> </ul>	
<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>	<ul style="list-style-type: none"> <li>◆ <i>Main features of Civil Law</i>: purpose is to right a wrong; cases brought by individuals or organisations; compensation for loss or damage as remedy; proven on balance of probabilities</li> <li>◆ Types of offences: trespass, breach of contract</li> <li>◆ <i>Main features of Criminal Law</i>: purpose is to deter and punish; cases brought by the Crown; fines and imprisonment as remedy; proven beyond reasonable doubt</li> <li>◆ 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)</li> </ul>	

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	2.2 State the main aims of the Private Security Industry Act (2001)	<ul style="list-style-type: none"> <li>◆ Raise standards in the private security industry</li> <li>◆ Increase public confidence in the private security industry</li> <li>◆ Increase public safety</li> <li>◆ Remove criminal elements from the private security industry</li> <li>◆ Establish the SIA (Security Industry Authority)</li> <li>◆ Establish licensing</li> </ul>	
	2.3 Identify key legislation relating to promoting equality and diversity in the workplace	<ul style="list-style-type: none"> <li>◆ <i>Key Legislation:</i> Equalities Act (2010); Human Rights Act (1998)</li> <li>◆ Protection from discrimination in the workplace: <ul style="list-style-type: none"> <li>— protected characteristics: race/ethnicity/nationality, gender, religion or belief, disability, sexual orientation, gender reassignment, marriage/civil partnership, age pregnancy and maternity</li> <li>— direct and indirect discrimination</li> </ul> </li> <li>◆ <i>Areas where equal opportunities legislation applies:</i> recruitment; access to training; pay and benefits; promotion opportunities; terms and conditions; redundancy; dismissal</li> <li>◆ Employer's duty to make reasonable adjustments</li> </ul>	

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3 Understand the importance of safe working practices to comply with legal requirements	3.1 State the importance of Health and Safety in the work environment	<ul style="list-style-type: none"> <li>◆ Duty of care</li> <li>◆ To keep employees and customers safe</li> <li>◆ To avoid damage to equipment and property</li> <li>◆ To comply with legislation; consequences of failure to comply (prosecution, fines, business closure)</li> <li>◆ To avoid negative consequences (lost productivity, business disruption, staff shortages, long-term effects on employee health, damage to organisation's image and reputation)</li> </ul>	
	3.2 State the meaning of 'duty of care'	<ul style="list-style-type: none"> <li>◆ <i>Definition:</i> requirement to act with a standard of reasonable care while carrying out any actions that could foreseeably harm others; legal requirement under Common Law</li> <li>◆ <i>Exercising duty of care:</i> 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</li> </ul>	

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	3.3 Identify the responsibilities of employees, employers and the self-employed under Health and Safety at Work legislation	<ul style="list-style-type: none"> <li>◆ <i>Responsibilities of employees and the self-employed:</i> 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</li> <li>◆ <i>Responsibilities of employers:</i> 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</li> </ul>	
	3.4 Identify methods for safe manual handling	<ul style="list-style-type: none"> <li>◆ 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</li> </ul>	

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	3.5 Recognise 'risks' in relation to health and safety at work	<ul style="list-style-type: none"> <li>◆ <i>Definition of risks</i>: likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard</li> <li>◆ <i>Risk factors</i>: drug use, drunken behaviour, violence, overcrowding, excessive heat, blocked fire exits, inadequate fire safety measures</li> <li>◆ <i>Risks to health and safety</i>: injury, ill health, fatality</li> <li>◆ <i>Risk assessment process</i>: identify hazards; evaluate risks (low, medium high) record findings; review and implement changes to remove or minimise hazards</li> </ul>	
	3.6 State how to minimise risk to personal safety and security	<ul style="list-style-type: none"> <li>◆ Awareness of potential hazards</li> <li>◆ Understanding the risk assessment process</li> <li>◆ Following health and safety and organisational procedures and policies</li> <li>◆ Use of appropriate personal protective equipment, personal alarms and mobile phones, radios</li> <li>◆ Procedures for lone working</li> </ul>	

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	3.7 Identify typical workplace hazards	<ul style="list-style-type: none"> <li>◆ <i>Definition of 'hazard'</i>: potential source of harm; adverse health effect on a person or persons</li> <li>◆ <i>Typical workplace hazards</i>: 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</li> </ul>	
	3.8 Identify safety signs and signals	<ul style="list-style-type: none"> <li>◆ <i>Types of safety signs</i>: prohibition; warning; mandatory; emergency escape or first aid; safety colour; fire safety</li> <li>◆ <i>Types of safety signals</i>: hand; acoustic</li> </ul>	
	3.9 State reporting procedures for Health and Safety accidents and incidents	<ul style="list-style-type: none"> <li>◆ <i>Reportable incidents and accidents under RIDDOR</i>: work-related; dangerous <i>occurrence</i>; resulting in injury; occupational disease or death; gas related incident</li> <li>◆ <i>Procedures</i>: in line with organisational procedures; <i>record</i> in accident book; RIDDOR reporting (responsible person, reporting to the relevant enforcing authority, keeping records of incidents)</li> <li>◆ <i>Reporting methods</i>: online; <i>telephone</i>; by post</li> </ul>	

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	3.10 Identify who to contact in first aid situations	<ul style="list-style-type: none"> <li>◆ First aid situations: bleeding; seizures; fractures; unconsciousness; choking; shock; heart attack; stroke</li> <li>◆ Who to contact: designated first aider; nurse; ambulance services; referral to doctor/hospital: dependent on situation</li> <li>◆ Notify supervisor</li> </ul>	
4 Understand fire procedures in the workplace	4.1 Identify basic fire safety measures	<ul style="list-style-type: none"> <li>◆ Control of fuel and ignition sources (bins and waste disposal)</li> <li>◆ Safe storage of flammables</li> <li>◆ Inspection and maintenance of electrical equipment (checking alarms, ensure adequate equipment — fire blanket/extinguishers, sprinkler systems)</li> <li>◆ Staff training</li> <li>◆ Avoidance of overloading electrical points</li> <li>◆ Fire plan: fire walls; fire doors; emergency exits</li> </ul>	
	4.2 Identify the elements that must be present for fire to exist	<ul style="list-style-type: none"> <li>◆ Components of fire: the fire pyramid (oxygen, fuel, heat, chemical chain reaction)</li> </ul>	

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	4.3 Identify classifications of fire	<ul style="list-style-type: none"> <li>◆ A — Ordinary combustible: includes paper, wood, textiles rubber</li> <li>◆ B — Flammable liquids, eg petrol, paint, solvents</li> <li>◆ C — Flammable gas, eg butane, propane</li> <li>◆ D — Metal fires, eg powdered and metal shavings, alkali-based metals</li> <li>◆ Electrical fires (no classification as electricity is a source of ignition as opposed to a fuel).</li> <li>◆ F — Hot cooking oils</li> </ul>	
	4.4 Identify basic fire-fighting equipment	<ul style="list-style-type: none"> <li>◆ Equipment: fire extinguishers (different colour codes); fire blankets; fire hose; sprinkler system (wet/dry risers)</li> </ul>	
	4.5 State the different types of fire extinguishers and their uses	<ul style="list-style-type: none"> <li>◆ Water: use with paper, wood, fabric</li> <li>◆ General Foam: use with paper, wood; Specialist Foam for use with industrial alcohol; flammable liquids (secondary)</li> <li>◆ CO2 gas: use with electrical fires (primary)</li> <li>◆ Wet chemical: cooking oil fires</li> <li>◆ Powder: use with most fires, including liquid and electrical fires</li> </ul>	

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	4.6 State the actions to be taken upon discovering a fire	<ul style="list-style-type: none"> <li>◆ Sound the alarm and inform emergency services</li> <li>◆ FIRE (Find, Inform, Restrict, Evacuate or Extinguish). Do not attempt if this puts you in danger</li> <li>◆ Identify area where the fire is, isolate other areas</li> </ul>	
	4.7 State the importance of understanding fire control panels	<ul style="list-style-type: none"> <li>◆ Ensure full understanding of the extent of the incident area</li> <li>◆ To pass on the correct message to emergency services (materials, chemicals stored in affected area)</li> <li>◆ To act accordingly to the notifications</li> <li>◆ To take necessary precautions as signalled by the systems</li> </ul>	
	4.8 State the importance of understanding fire evacuation procedures	<ul style="list-style-type: none"> <li>◆ To keep self and others safe</li> <li>◆ To save time in an emergency</li> <li>◆ To assist emergency services</li> <li>◆ To confirm evacuation</li> </ul>	

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	4.9 Identify the role and responsibilities of a fire marshal	<ul style="list-style-type: none"> <li>◆ Daily duties to check: <ul style="list-style-type: none"> <li>— Exit doors are available for use, unlocked and unobstructed</li> <li>— Escape routes are clear of storage and combustible materials</li> <li>— Fire extinguishers are in position with seals in place</li> <li>— Fire safety signs are in position</li> <li>— Fire alarm call points are unobstructed</li> <li>— Fire-resisting doors are closed and functioning properly</li> <li>— If any malfunction of the weekly fire alarm test is reported</li> </ul> </li>   <li>◆ In event of emergency: <ul style="list-style-type: none"> <li>— Sound the alarm/on hearing the alarm</li> <li>— Check allocated area to ensure that everyone has left, take roll call</li> <li>— Take control of the evacuation and ensure that anybody with evacuation difficulties is aided</li> <li>— Proceed to the assembly area and report to the Fire Co-ordinator</li> </ul> </li> </ul>	

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5 Understand emergencies and the importance of emergency procedures	5.1 Identify responses to different types of emergencies	<ul style="list-style-type: none"> <li>◆ <i>Definition of emergency:</i> situation that is unexpected, threatens safety or causes serious disruption and requires immediate action</li> <li>◆ <i>Types of emergencies:</i> power, system or equipment failure; actual or threatened serious injury; serious illness; bomb threat</li> <li>◆ <i>Responses to emergencies:</i> <ul style="list-style-type: none"> <li>— Follow correct procedures depending on emergency</li> <li>— Ensure safety of self and others</li> <li>— Report to appropriate authorities</li> <li>— Appropriate behaviour: act quickly, be authoritative, remain calm, encourage others to remain calm</li> <li>— Prioritisation of incidents</li> </ul> </li> </ul>	
	5.2 State how to make emergency calls	<ul style="list-style-type: none"> <li>◆ Stay calm</li> <li>◆ Dial appropriate emergency telephone number and ask for relevant emergency service</li> <li>◆ 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</li> </ul>	

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	5.3 Identify actions to be taken in the event of personal injury	<ul style="list-style-type: none"> <li>◆ Contact designated first aider or call the emergency services, as appropriate</li> <li>◆ Ensure safety of self and others</li> <li>◆ Deal with injury within limits of own ability and authority</li> <li>◆ Record the injury in the accident book (name and address of person injured, details of the incident that caused injury, witnesses)</li> </ul>	
	5.4 Identify factors which may indicate individuals could be vulnerable and at risk of harm	<ul style="list-style-type: none"> <li>◆ <i>Individuals:</i> adults, young people and children who the private security operative may come into contact with whilst on duty</li> <li>◆ <i>Factors indicating vulnerability:</i> 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</li> </ul>	

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	5.5 State actions to take when individuals have been identified as vulnerable and at risk of harm	<ul style="list-style-type: none"> <li>◆ Seeking help of Street Pastors, Street Marshalls or any other active schemes</li> <li>◆ Calling a relative to assist in the case of a younger or vulnerable adult</li> <li>◆ Calling for a licensed taxi to take the vulnerable person home</li> <li>◆ Using 'safe havens' or other local initiatives run by organisations such as St John's Ambulance</li> <li>◆ Calling the police</li> </ul>	
	5.6 Identify how to report indicators of child sexual exploitation	<ul style="list-style-type: none"> <li>◆ Indicators of child sexual exploitation: <ul style="list-style-type: none"> <li>— 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</li> </ul> </li> <li>◆ Reporting: <ul style="list-style-type: none"> <li>— Contact the police or call Crimestoppers</li> <li>— Report as soon as possible</li> </ul> </li> </ul>	

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	5.7 Identify behaviours that could indicate suspicious or terrorist activity	<ul style="list-style-type: none"> <li>◆ Person taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities</li> <li>◆ 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</li> <li>◆ Parked vehicles with people inside; empty parked vehicles left unattended for long period</li> <li>◆ Multiple sightings of same suspicious person, vehicle, or activity</li> </ul>	
	5.8 Identify actions to be taken in the event of a security threat	<ul style="list-style-type: none"> <li>◆ Ensuring a visible presence of vigilant security staff; regular patrols</li> <li>◆ Maintaining organised search procedures</li> <li>◆ Ensuring emergency exits are secured when not in use.</li> <li>◆ Know and follow relevant procedure for your place of work (company's evacuation plan; within the limits of your own authority)</li> <li>◆ Reporting incident requiring immediate response to the police</li> <li>◆ Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline</li> </ul>	

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	5.9 State the importance of a business continuity plan	<ul style="list-style-type: none"> <li>◆ Ensures important business operations continue in event of an emergency or incident</li> <li>◆ Allows for remote operation; protects important assets such as financial and operating information; reduces potential downtime; prevents business failure</li> </ul>	
6 Understand the importance of communication skills and customer care	6.1 State the basic elements of communication	<ul style="list-style-type: none"> <li>◆ <i>Communication process</i>: sender; receiver; communication channel (telephone, face-to-face, written); message (encoding, decoding); noise (external, psychological, physical); feedback and checking understanding</li> <li>◆ <i>Communication barriers</i>: physical, eg equipment, physical separation, background noise, lighting; attitude, eg complacency, incorrect assumptions; emotional, eg nervousness, anger, stress; linguistic — sender, eg unclear message, accent, jargon, slang; linguistic — receiver, eg literacy, English as second language; organisational, eg unclear reporting lines, misunderstanding of roles/responsibilities</li> </ul>	

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	6.2 Identify the different types of communication	<ul style="list-style-type: none"> <li>◆ <i>Non-verbal communication:</i> body language (gesture, stance, eye contact, facial expression, physical distance); tone of voice (pitch inflection, volume); written communication</li> <li>◆ <i>Verbal communication:</i> speaking (tone); listening</li> </ul>	
	6.3 State the importance of communication in delivering customer care	<ul style="list-style-type: none"> <li>◆ <i>Features of effective communication:</i> choosing language and medium appropriate for message and recipient; delivering message clearly; checking understanding</li> <li>◆ <i>Importance of effective communication:</i> 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</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	6.4 Identify different types of customers and how their needs can vary	<ul style="list-style-type: none"> <li>◆ <i>Types of customers:</i> internal and external; direct and indirect</li> <li>◆ <i>Customer needs/expectations:</i> information, assistance, directions, product and service</li> <li>◆ <i>Customers with particular needs:</i> physical difficulties; learning difficulties; sensory impairment; English as second language; under influence of drugs and/or alcohol; speech impediment</li> </ul>	
	6.5 State the principles of customer care	<ul style="list-style-type: none"> <li>◆ <i>Principles:</i> establishing rapport; understanding customer needs and expectations; listening to the customer; empathising; communicating information; being polite; efficient, knowledgeable; helpful; approachable</li> <li>◆ <i>Dealing with problems:</i> 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</li> </ul>	

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	6.6 Identify best practice in relation to telephone communications	<ul style="list-style-type: none"> <li>◆ <i>Best practice</i>: 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</li> </ul>	
	6.7 Identify best practice in relation to radio communications	<ul style="list-style-type: none"> <li>◆ Check equipment; battery charged; check all parts are in working order</li> <li>◆ <i>Uses of phonetic alphabet</i>: enables quick identification of individuals; enables spelling of words during transmissions to avoid misunderstandings</li> <li>◆ <i>Methods used to communicate clearly and accurately over a radio network</i>: 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</li> </ul>	

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		<ul style="list-style-type: none"> <li>◆ <i>How to deal with an emergency incident:</i> 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</li> </ul>	
	6.8 Recognise the call signs of the NATO phonetic alphabet	<ul style="list-style-type: none"> <li>◆ Call signs: correlate to each letter from phonetic alphabet; local policies regarding call signs allocated</li> </ul>	

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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	Roles and responsibilities: <ul style="list-style-type: none"><li>◆ team worker: operator, supervisor, manager, systems manager, technical support staff</li><li>◆ lone worker</li><li>◆ responsibilities of each; include observing, recording, reporting</li></ul>	
	1.2 State the meaning of 'confidentiality' as it applies to the role of a CCTV operator	Confidentiality: <ul style="list-style-type: none"><li>◆ not disclosing information to unauthorised persons</li><li>◆ compliance with the Data Protection Act</li><li>◆ system and data security</li><li>◆ no unauthorised recording, eg using mobile phones or similar devices</li><li>◆ no unauthorised copying of footage</li><li>◆ repercussions of breaches</li></ul>	

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	1.3 State the CCTV operator's responsibilities regarding privacy issues	Responsibilities regarding privacy issues: <ul style="list-style-type: none"> <li>◆ Follow Home Office guidance on what can and cannot be recorded</li> <li>◆ Difference between private (not allowed to record) and public areas (allowed to record)</li> <li>◆ Privacy blanking</li> <li>◆ Recording suspected criminal activity</li> <li>◆ What not to record or view, ie voyeurism, private areas, etc</li> <li>◆ Can record if actions can be justified by crime and disorder and or safety reasons</li> </ul>	
	1.4 Identify the main types of incidents that a CCTV operator may assist with	What is an incident — something an operator sees on screen Types of incident: <ul style="list-style-type: none"> <li>◆ Those that come to the attention of the operator</li> <li>◆ Observational requests</li> <li>◆ Emergencies</li> <li>◆ Anti-social behaviour</li> <li>◆ Suspicious activity</li> <li>◆ Criminal (theft, housebreaking, violence, assault, criminal damage, drugs)</li> <li>◆ Non-criminal (see 5)</li> </ul>	

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	1.5 Identify non-crime incidents and how the operator should deal with them	Non-criminal incidents: <ul style="list-style-type: none"> <li>◆ Crowd control/evacuation</li> <li>◆ Missing person</li> <li>◆ Accident</li> <li>◆ Fire</li> <li>◆ Traffic</li> <li>◆ Flood</li> <li>◆ Safety issues</li> <li>◆ Contacting emergency services</li> <li>◆ Assisting emergency services by providing intelligence and information to appropriate authority</li> <li>◆ Searching</li> <li>◆ Recording evidence</li> </ul>	
	1.6 Identify local crime and disorder issues that affect CCTV operations	Locations: <ul style="list-style-type: none"> <li>◆ 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</li> <li>◆ Local hot spots</li> <li>◆ High risk areas and trends</li> <li>◆ How time of day affects issues</li> </ul>	

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	1.7 Recognise indicators of a suspected Improvised Explosive Device (IED)	Recognise an Improvised Explosive Device (IED): <ul style="list-style-type: none"> <li>◆ Circumstances that should arouse suspicion — unattended items, suspicious vehicles, suspicious behaviour/clothing</li> <li>◆ Almost anything can be an IED</li> </ul>	
2 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: <ul style="list-style-type: none"> <li>◆ Ensuring integrity of system and personnel that run the system</li> <li>◆ Reassuring the public</li> <li>◆ Definition of operational procedures</li> <li>◆ Establishes best practice</li> <li>◆ Compliance with legislation</li> <li>◆ Protection of public</li> <li>◆ Protect the CCTV system and staff from complaints and allegations of malpractice and expectations under the Data Protection Act</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		<p>The Information Commissioner's CCTV Code of Practice: 'helping to ensure that good practice standards are adopted by those who operate CCTV'. Surveillance camera code of practice:</p>	
		<ul style="list-style-type: none"> <li>◆ Guidelines for CCTV and automatic number plate recognition</li> <li>◆ 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'.</li> <li>◆ The 12 guiding principles in the code</li> </ul>	
	<p>2.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations</p>	<p>Impact of codes, procedures and guidelines:</p> <ul style="list-style-type: none"> <li>◆ 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</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		<ul style="list-style-type: none"> <li>◆ Ensures evidence is admissible in court</li> <li>◆ Increases protection and confidence of the public</li> <li>◆ Ensures compliance with legislation</li> <li>◆ Raises standards</li> <li>◆ Improve efficiency</li> </ul> <p>Surveillance camera code of practice: the 12 guidance principles and how each principle affects an operator's actions and the procedures they have to follow</p> <p>Value of codes, procedures and guidelines:</p> <ul style="list-style-type: none"> <li>◆ Public: reassures, protects</li> <li>◆ Partners: improving efficiency, clear working relationships</li> </ul> <p>Consequences of not complying:</p> <ul style="list-style-type: none"> <li>◆ SIA Standards of Behaviour</li> <li>◆ Company procedures, manuals and assignment instructions</li> <li>◆ Industry standards</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.3 State why the control room is kept as a secure environment	To ensure compliance with legislation: <ul style="list-style-type: none"> <li>◆ Security of data and systems</li> <li>◆ Security of staff if incident occurs and ensuring that operators can continue to assist/monitor during emergency in area covered by system</li> <li>◆ Prevent unauthorised persons entering, taking over or using control room</li> <li>◆ Review suite — can be in a separate area</li> </ul>	
	2.4 Identify the key features of access control systems	Access control systems for CCTV control rooms: <ul style="list-style-type: none"> <li>◆ Air lock, manual systems, eg push button</li> <li>◆ Electronic systems, eg audio and visual, keypad, card swipe, proximity, biometric</li> <li>◆ Control systems record access and egress or personnel</li> <li>◆ Combination of systems may be used to enter and exit, eg swipe and key and biometric</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.5 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room	Procedures for authorised visitors: <ul style="list-style-type: none"> <li>◆ Identification</li> <li>◆ Verification of details</li> <li>◆ Reasons for control room access</li> <li>◆ Completing appropriate signing in and out documentation ensuring correct and legible</li> <li>◆ Site procedures</li> </ul> Procedures for unauthorised visitors: <ul style="list-style-type: none"> <li>◆ Refusing entry and appropriate responses</li> <li>◆ Calling police</li> <li>◆ Completing incident reports</li> <li>◆ Informing others</li> </ul>	
	2.6 Identify reasons for targeting suspects and vehicles	CCTV Target selection — reasons for targeting and ceasing targeting with CCTV: <ul style="list-style-type: none"> <li>◆ Prior experience, observed activity/behaviour, body language, suspected criminal or antisocial behaviour</li> <li>◆ Valid request by third party</li> <li>◆ Invalid reasons for target selection</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		<ul style="list-style-type: none"> <li>◆ Equality issues: code of behaviour for CCTV operators, data protection, human rights</li> <li>◆ Types of issues to give concern</li> <li>◆ Justification of continued targeting</li> </ul>	
	2.7 Identify the methods used when targeting suspects and vehicles	Use of: <ul style="list-style-type: none"> <li>◆ Facial recognition or ANPR for vehicles</li> <li>◆ Deploying cameras appropriately so target is not lost. Therefore, ensuring there is an image for identification purposes. Zooming to get an image for identification purposes. Obtaining views suitable for investigations</li> </ul>	
	2.8 State the importance of accurate record keeping	Importance of accurate and detailed note taking and record keeping: <ul style="list-style-type: none"> <li>◆ Admissible in court</li> <li>◆ Audit trail</li> <li>◆ Guidelines for writing notes and records</li> <li>◆ Consequences of incorrect record keeping</li> <li>◆ Ensure rough notes also kept, can be used as evidence</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
3 Understand relevant legislation and how it impacts on CCTV operations	3.1 Identify how Data Protection legislation impacts on the role of CCTV operator	Impact of Data Protection legislation: <ul style="list-style-type: none"> <li>◆ The eight principles of data protection, eg how long data may be kept, data must be relevant, adequate and not excessive, subject access and who is responsible</li> <li>◆ Information Commissioner's Code of Practice for CCTV</li> <li>◆ Registrations of CCTV system</li> <li>◆ Person responsible for system</li> <li>◆ Signage about system</li> <li>◆ Quality, access, disclosure and processing of images/data</li> <li>◆ Access by data subjects</li> </ul>	
	3.2 Identify how Freedom of Information legislation impacts on the role of the CCTV operator	Impact of freedom of information legislation: <ul style="list-style-type: none"> <li>◆ Freedom of Information (Scotland) Act (2002)</li> <li>◆ Who it applies to (public bodies including companies owned by Scottish Ministers and other Scottish public authorities)</li> <li>◆ Who can request information under the Act and what type of information</li> <li>◆ Exemptions</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	3.3 Identify how Human Rights legislation impacts CCTV operations	<p>Impact of Human Rights legislation: Human Rights Act (1998)/Scottish Commission for Human Rights Act 2006:</p> <ul style="list-style-type: none"> <li>◆ The authorising officer</li> <li>◆ The grounds for directed surveillance</li> <li>◆ Circumstances under which it can be granted to not contravene the articles</li> </ul> <p>Articles are: absolute, limited and qualified</p> <p>Main articles: Article 6: right to a fair trial; Article 8: right to privacy and family life and Article 14: prohibition of discrimination</p>	
	3.4 Identify the main provisions of the Regulation of Investigatory Powers Act and the Protection of Freedoms Act	<p>RIPA: Regulation of Investigatory Powers (Scotland) Act (2000)</p> <p>Types of Surveillance: overt, covert: intrusive, directed; authorisation required</p> <p>Protection of Freedoms — empowers the CCTV Commissioner's Code of Practice and the Surveillance Camera Code of Practice</p>	

Outcome	Assessment Criteria	Indicative Content	Comment
	3.5 State how the main provisions of the Regulation of Investigatory Powers Act and the Protection of Freedoms Act impact on CCTV operations.	Impact of RIPA: requirements for authorisation of covert/directed surveillance, circumstance for authorisation; who can authorise, definition of surveillance  Freedoms Act: empowers the commissioner's code and the destruction of images	
	3.6 State how to conduct surveillance planning	Authorisation levels: <ul style="list-style-type: none"> <li>◆ Circumstances when authorisation is required,</li> <li>◆ Authorisation by Police, security services, local authorities</li> <li>◆ What the plan is: when, where, time and for how long, how it must be carried out, who etc.</li> <li>◆ RIPA authority if applicable</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	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	Criminal Procedure (Scotland) Act 1995 Importance of continuity of evidence: <ul style="list-style-type: none"> <li>◆ different types of evidence</li> <li>◆ requirements for presentation of evidence, audit trails, record keeping and note taking/statement forms, correct descriptions, exhibit numbers</li> <li>◆ all evidence must be disclosed (used and unused), including rough notes which must be kept</li> </ul>	
	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	Criminal Procedure (Scotland) Act 1995 <ul style="list-style-type: none"> <li>◆ Storage, statement, hand over to relevant authority</li> <li>◆ Ensuring that operational procedures and audit trails and continuity of evidence procedures are followed — particular to the production of exhibits</li> <li>◆ What is evidence — format-bagging tagging procedures and other forms of preservation</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	3.9 Identify the responsibilities of the CCTV operator to produce statements and give evidence in court	Produce statements and give evidence in court: <ul style="list-style-type: none"> <li>◆ responsibility to provide or give evidence in court when required</li> <li>◆ consequences of failing to do so</li> <li>◆ guidelines for giving evidence in Court</li> <li>◆ Judiciary and Courts (Scotland) Act 2008</li> <li>◆ Sheriff Courts (Scotland) Act 1907</li> <li>◆ role of the Procurator Fiscal</li> <li>◆ structure of statements</li> </ul>	
	3.10 Identify how the Sex Offenders legislation impacts on CCTV operations	Sex Offenders Act 1997 and Sexual Offences (Scotland) Act 2009: <ul style="list-style-type: none"> <li>◆ The sex offenders' register</li> <li>◆ May receive targeting requests</li> <li>◆ Understand requirements for release of images to authorised parties for identification or appeals for witnesses</li> <li>◆ Confidentiality of information</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		Safeguarding requirements: <ul style="list-style-type: none"> <li>◆ Safeguarding children, young people and others, including voyeurism</li> <li>◆ Limits as to what can be viewed and recorded</li> <li>◆ Considerations to take before viewing CCTV material</li> <li>◆ Defines what is a sexual offence</li> <li>◆ To help prevent, report and detect</li> </ul>	
4 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: <ul style="list-style-type: none"> <li>◆ types of third party — police, customs, health and safety, ambulance, fire, etc</li> <li>◆ types of assistance — providing intelligence and information; tracking, searching and securing area; crowd control/evacuation; recording evidence</li> <li>◆ radio, phone, person/ dedicated person in room/ dedicated telephone line, radios, etc</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	4.2 Identify ways in which the CCTV operator can assist statutory enforcement agencies	Assisting the statutory enforcement agencies: <ul style="list-style-type: none"> <li>◆ Know which are the relevant enforcement agencies</li> <li>◆ Providing intelligence and information, descriptions, searching and securing area</li> <li>◆ Recording evidence and providing updates</li> </ul>	
	4.3 Identify actions to take on receiving a request for assistance from the police and other partners	<ul style="list-style-type: none"> <li>◆ Making a record of the receipt of the request</li> <li>◆ Communicating with team/supervisor</li> <li>◆ Prioritising/type of request priority or emergency = two types of procedures</li> </ul>	
	4.4 State the importance of team working	Team working can be within the CCTV team or include outside agencies: <ul style="list-style-type: none"> <li>◆ Maximises efficiency</li> <li>◆ People work to own strengths</li> <li>◆ Share tasks and responsibilities</li> <li>◆ Common targets</li> <li>◆ Improves communication</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		<p>When working as a team it is important that information is communicated clearly within the team and other agencies.</p> <p>Prevents:</p> <ul style="list-style-type: none"> <li>◆ Duplication of tasks</li> <li>◆ Inefficiency/misunderstanding</li> </ul>	
	4.5 Identify the importance of dedicated communication links with third parties	<p>Importance of dedicated communication links with third parties:</p> <ul style="list-style-type: none"> <li>◆ Third parties: police, PCSOs, wardens</li> <li>◆ Types of links: police and council control rooms, emergency centres, communication networks</li> <li>◆ Importance in incident management and reporting</li> <li>◆ Secure lines and network/ inscription of data</li> </ul>	
	4.6 State the importance of accurate and timely communication up and down the reporting chain	<p>Importance of communication:</p> <ul style="list-style-type: none"> <li>◆ Reporting chains</li> <li>◆ Importance of following procedures, including reporting procedures</li> <li>◆ Consequences of inaccurate or delayed communication</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
5 Understand emergency procedures in the CCTV control room	5.1 State the actions to take when an evacuation of the control room is ordered	<ul style="list-style-type: none"> <li>◆ 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</li> <li>◆ Ensuring that if evacuation is caused by: <ul style="list-style-type: none"> <li>— Fire — the doors and windows are left closed</li> <li>— Suspected bomb — the doors and windows are left closed</li> </ul> </li> <li>◆ Subsequent actions on evacuating the control room: <ul style="list-style-type: none"> <li>— Go to muster point <b>or</b></li> <li>— Location specified by emergency services</li> </ul> </li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	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: <ul style="list-style-type: none"> <li>◆ Equipment checking</li> <li>◆ Operational status, reboot of any system that has been shut down, re-establishing police contact</li> <li>◆ Review of data recorded in interim</li> <li>◆ Updating of logs, following procedures, reporting of incident</li> </ul>	
	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	

Outcome	Assessment Criteria	Indicative Content	Comment
	5.4 Identify actions to take if a suspicious object is found in the CCTV control room	Suspicious object found in CCTV control room: <ul style="list-style-type: none"> <li>◆ Searching procedures</li> <li>◆ Common indicators of IEDs</li> <li>◆ Other suspicious objects: chemical, radioactive, biological, nuclear (CRBN)</li> <li>◆ Appropriate procedures if suspicious object is found</li> <li>◆ Object can be delivered, eg post, planted or brought in</li> <li>◆ Actions: Do not touch, or do anything to it at all, call the police on landline, inform management, evacuate if applicable</li> </ul>	
	5.5 State the actions to be taken in the event of a systems failure	Systems failure: <ul style="list-style-type: none"> <li>◆ Back-up systems</li> <li>◆ Contingency exit opening from inside only and procedure for using</li> <li>◆ Fault reporting procedure</li> <li>◆ Maintaining safety and security</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
6 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	

Outcome	Assessment Criteria	Indicative Content	Comment
	6.4 Identify current and emerging CCTV technologies	Examples of technologies: <ul style="list-style-type: none"> <li>◆ ANPR: Automatic Number Plate Recognition, purpose and operation</li> <li>◆ Biometrics: facial recognition, iris scanning, fingerprint readers, purpose and operations, palm print reader, voice recognition</li> <li>◆ Visual Recognition: purpose and operation</li> <li>◆ Digital recording: purpose and operation</li> <li>◆ Algorithms: purpose and operation</li> <li>◆ Thermal scanning: purpose and operation; new technologies</li> <li>◆ Voice recording in control room</li> <li>◆ Use of telephone and microphone by operators</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
7 Understand Health and Safety relevant to the CCTV operator	7.1 State procedures for lone working	<ul style="list-style-type: none"> <li>◆ Regular check calls</li> <li>◆ Logs</li> <li>◆ Electronic devices for reporting to control room</li> </ul>	
	7.2 State the guidelines for CCTV operators under the Display Screen Regulations	<ul style="list-style-type: none"> <li>◆ Health and Safety (Display Screen Equipment) Regulation 1992, duties of employers and employees</li> <li>◆ Carry out risk assessment of workstation</li> <li>◆ Training</li> <li>◆ Regular breaks</li> <li>◆ Eyesight test</li> </ul>	
	7.3 Identify the reasons for operator check call systems	<ul style="list-style-type: none"> <li>◆ To ensure safety and security of operator and other staff monitored by control room</li> </ul>	
	7.4 State the key indicators of stress and how these can be managed	<ul style="list-style-type: none"> <li>◆ Causes: work-related, non-work related</li> <li>◆ Key indicators: physical, behavioural, emotional</li> <li>◆ Alleviating stress: stress management</li> </ul>	
	7.5 State the purpose of a risk assessment	<ul style="list-style-type: none"> <li>◆ Find hazards and minimise them</li> <li>◆ Reduce risk</li> <li>◆ Reduce accidents</li> </ul>	

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

**Unit code:** H8XH 04

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<b>Outcome</b>	<b>Assessment Criteria</b>	<b>Indicative Content</b>	<b>Comment</b>
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	Options available to the CCTV operator when suspected criminal activity is detected: <ul style="list-style-type: none"><li>◆ know what is suspected criminal activity</li><li>◆ reporting incident, if applicable</li><li>◆ using cameras appropriately, including wide angle views as well as specific close up views</li><li>◆ tracking</li><li>◆ real time recording</li><li>◆ gathering evidence</li><li>◆ Being aware of the Human Rights Act, RIPA, Data Protection Act, SOA</li></ul>	
	1.2 Explain how to work with the control room team to deal with multiple incidents	Dealing with multiple incidents: <ul style="list-style-type: none"><li>◆ working as a team</li><li>◆ prioritising of incidents</li><li>◆ best use of available equipment</li><li>◆ communication with team and statutory enforcement agencies (includes notifying, if applicable)</li></ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	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: <ul style="list-style-type: none"> <li>◆ relevant types of body language and behaviour of groups and individuals</li> <li>◆ repeated routes</li> <li>◆ concealing features and items</li> </ul>	
2 Be able to operate the CCTV system	2.1 Carry out functional checks of the CCTV system	Functional checks: <ul style="list-style-type: none"> <li>◆ routine and handover checks</li> <li>◆ equipment to be checked: cameras, monitors, recording equipment, computer, workstation, health and safety</li> <li>◆ how to carry out checks</li> <li>◆ recording procedures and forms to be completed</li> </ul>	
	2.2 Carry out equipment fault reporting procedures	<ul style="list-style-type: none"> <li>◆ any faults identified and relevant documentation completed and handed over</li> <li>◆ common types of fault</li> <li>◆ why faults must be reported/dealt with</li> <li>◆ procedure for getting faults repaired</li> <li>◆ who needs to be informed</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.3 Use keypads and joysticks to operate cameras, monitors and associated equipment	Use keypads and joysticks to operate cameras, monitors and associated equipment: <ul style="list-style-type: none"> <li>◆ pan, tilt, zoom, controls, monitors, switching cameras</li> <li>◆ incident handling: if electronic or paper based</li> </ul>	
	2.4 Give clear and accurate descriptions of people, vehicles and events	Give clear and accurate descriptions of people, vehicles and events: <ul style="list-style-type: none"> <li>◆ description of individual persons, a group, a vehicle, an incident</li> <li>◆ provide location and directions</li> <li>◆ individual: gender, age, build/weight, height, clothing, distinguished features, ethnicity, hair, etc.</li> <li>◆ car colour, registration and type (as a minimum)</li> <li>◆ type of incident, location, who/what is involved, describe events as unfolds</li> <li>◆ complete relevant documentation</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	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: <ul style="list-style-type: none"> <li>◆ locate and track suspect using multiple cameras (suspect moving from one camera field to another)</li> <li>◆ positioning cameras, use of pan, tilt and zoom</li> <li>◆ securing evidence for identification and of incident of evidential quality</li> <li>◆ communication with team and third parties</li> <li>◆ contacting neighbouring control room if leaving area</li> </ul>	
	2.6 Use cameras to view a suspect entering or leaving an area	View a suspect entering or leaving an area: <ul style="list-style-type: none"> <li>◆ use of multiple cameras</li> <li>◆ positioning cameras, pan tilt zoom</li> <li>◆ communication with team and third parties</li> <li>◆ securing evidence for identification of evidential quality</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.7 Carry out a lost contact drill	Lost contact drills: <ul style="list-style-type: none"> <li>◆ checks of last location</li> <li>◆ appropriate use of multiple cameras</li> <li>◆ working as a team</li> <li>◆ prioritising search area</li> <li>◆ methodical and systematic searching</li> <li>◆ communication with team and third parties</li> <li>◆ zooming out and carrying out a 360 degree check</li> <li>◆ contacting neighbour control room, if relevant</li> <li>◆ understand patience required</li> </ul>	
	2.8 Use cameras to search the outside of buildings, streets and open spaces for suspicious items	Use cameras to search for items: <ul style="list-style-type: none"> <li>◆ appropriate use of multiple cameras to search area</li> <li>◆ working as a team</li> <li>◆ methodical/systematic searching</li> <li>◆ zooming out and carrying out a 360 degree check</li> <li>◆ communication with team and third parties</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
		<ul style="list-style-type: none"> <li>◆ recognising an IED/abandoned vehicles/stolen/dangerous goods/items used in connection with criminal activity/or dangerous items</li> <li>◆ actions if located; inform relevant authorities</li> <li>◆ (the same approach would be used for lost children, vulnerable adults, etc)</li> </ul>	
	2.9 Produce images for evidential purposes	<p>Producing images of sufficient quality:</p> <ul style="list-style-type: none"> <li>◆ producing images of quality/size that could be used as</li> <li>◆ evidence identification, 100%</li> <li>◆ recognition of people and vehicles, 50%</li> <li>◆ showing close ups and/or wide angle of incident</li> <li>◆ use of real time recording</li> <li>◆ use of multiple cameras</li> <li>◆ use of pan tilt and zoom</li> <li>◆ appropriate paperwork</li> <li>◆ solid audit trail</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.10 Record images onto storage media in an evidentially sound manner	<p>Recording images onto storage media:</p> <ul style="list-style-type: none"> <li>◆ using digital (or analogue) system; labelling/ unique reference numbers, producing copies that could be used as evidence, continuity of evidence, appropriate paperwork</li> </ul> <p>Documentation associated with an incident:</p> <ul style="list-style-type: none"> <li>◆ completing incident report/log, witness statement and other documentation for incident; documentation associated with recording and storing images</li> </ul>	
	2.11 Overcome problems caused by weather, lighting and poor positioning when using CCTV equipment	<p>Overcoming poor weather, lighting and positioning:</p> <ul style="list-style-type: none"> <li>◆ use of ancillary equipment</li> <li>◆ alternative light sources</li> <li>◆ alternative cameras</li> <li>◆ use of infra-red</li> <li>◆ pan tilt zoom</li> <li>◆ monitor controls</li> <li>◆ recording and reporting procedures</li> <li>◆ alternative position of camera</li> </ul>	

Outcome	Assessment Criteria	Indicative Content	Comment
	2.12 Complete documentation ensuring audit trail is sound	Documentation associated with an incident: <ul style="list-style-type: none"> <li>◆ completing incident report/log</li> <li>◆ witness statement and other documentation for incident</li> <li>◆ documentation associated with recording and storing images</li> <li>◆ include any rough notes taken during incident</li> <li>◆ ensure documentation is: accurate and detailed and audit trail is sound</li> </ul>	