



Unit title: Working as a CCTV Operator

Unit code: FD38 04

Superclass: QH

Publication date: January 2011

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This Unit is designed to provide candidates with key knowledge required to work as a CCTV Operator. It covers the knowledge aspects of the specification for learning and qualifications for CCTV Control Room Operators as defined by the Security Industry Authority.

This Unit is a mandatory Unit within the SQA licence-linked Award in CCTV Operations (Public Space Surveillance) (Scotland). The Security Industry Authority recognises this qualification as a suitable qualification for making an application for a licence to practise as a CCTV Operator.

On completion of the Unit the candidate should be able to:

- 1 Understand CCTV codes of practice, operational procedures and guidelines.
- 2 Understand relevant legislation and how it impacts on CCTV operations.
- 3 Understand the roles and responsibilities of the CCTV Operator and other CCTV staff.
- 4 Understand the characteristics of a CCTV system.
- 5 Understand how to make effective use of CCTV equipment.
- 6 Understand emergency procedures in the CCTV Control Room.

Recommended prior knowledge and skills

There are no formal recommended entry requirements. However, it would be beneficial if the candidate possessed *Communication Skills* at SCQF level 5 and *Working with Others* at SCQF level 5 or equivalent qualifications or experience.

NOTE: In order to apply for an SIA licence, the candidate must be 18 years of age or over and must provide proof of identity.

General information (cont)

Credit points and level

2 SCQF credit points at SCQF level 6.

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Context for delivery

This Unit is a mandatory Unit within the SQA licence-linked Award in CCTV Operations (Public Space Surveillance) (Scotland). The Security Industry Authority recognises this qualification as a suitable qualification for making an application for a licence to practise as a CCTV Operator.

Assessment

Knowledge and understanding will be tested by an on-line, on-demand multiple choice question (MCQ) paper. The MCQ paper will be generated from an item bank that has been developed by SQA. This method of assessment ensures that each candidate is presented with a unique examination paper and that assessment and re-assessments can be taken at any point throughout the year. In addition, results are available immediately on completion of the examination. The candidate will answer 30 questions. The pass mark is 70%.

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Outcome 1

Understand CCTV codes of practice, operational procedures and guidelines.

Assessment Criteria

- 1.1 Identify the purpose of codes of practice, operational procedures and guidelines.
- 1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations.
- 1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and the public.
- 1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator.
- 1.5 State why the control room is kept as a secure environment.
- 1.6 Identify the key features of access control systems.
- 1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room.
- 1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators.

Outcome 2

Understand relevant legislation and how it impacts on CCTV operations.

Assessment Criteria

- 2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator.
- 2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator.
- 2.3 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation.
- 2.4 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations.
- 2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation.
- 2.6 Explain the main provisions of Freedom of Information legislation.
- 2.7 State how Freedom of Information legislation differs from Data Protection legislation.
- 2.8 Identify how Display Screen Regulations impact on the role of the CCTV operator.
- 2.9 Identify the causes, key indicators and means of alleviating stress.

Outcome 3

Understand the roles and responsibilities of the CCTV Operator and other CCTV staff.

Assessment Criteria

- 3.1 Describe the purpose of a CCTV system.
- 3.2 Identify the main roles and responsibilities within a typical CCTV control room team.
- 3.3 State the importance of accurate and timely communication up and down the reporting chain.
- 3.4 Explain the importance of sharing information between the team and other agencies.
- 3.5 Explain the importance of the continuity of evidence.
- 3.6 Identify the responsibilities of the operator to produce statements and give evidence in court.
- 3.7 State the importance of accurate and detailed note taking and record keeping.

Outcome 4

Understand the characteristics of a CCTV system.

Assessment Criteria

- 4.1 Identify the main components of the CCTV system.
- 4.2 Describe the main types of CCTV cameras and mountings.
- 4.3 Describe how technologies such as ANPR, Biometrics, Visual Recognition, Digital Recording are used with CCTV equipment.
- 4.4 Explain the importance of dedicated communication links with third parties.

Outcome 5

Understand how to make effective use of CCTV equipment.

Assessment Criteria

- 5.1 Identify the main types of incidents that a CCTV operator may assist with.
- 5.2 Identify typical crime hot spot locations.
- 5.3 Describe how local crime and disorder issues affect CCTV operations.
- 5.4 Explain how CCTV operators interact with third parties during an incident.
- 5.5 Identify the appropriate options available to the CCTV operator when the law is broken.
- 5.6 Identify ways in which the CCTV operator can assist the statutory enforcement agencies.
- 5.7 Describe how to recognise an Improvised Explosive Device (IED).
- 5.8 Explain how CCTV can assist external agencies during a bomb alert.
- 5.9 Explain the reasons for and methods of target selection including equality issues.

Outcome 6

Understand Emergency Procedures in the CCTV Control Room.

Assessment Criteria

- 6.1 State actions to be taken in the event of an access control systems failure.
- 6.2 State the actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room.
- 6.3 State the actions to be taken if a suspicious object is found in the CCTV control room.
- 6.4 State the actions to be carried out if an evacuation is ordered.
- 6.5 State the procedures to be followed on re-occupying the CCTV control room after an evacuation.

Support notes

Guidance on the content and context for this Unit

Within the Unit, the following areas of teaching and learning should be covered:

- ◆ CCTV codes of practice
- ◆ Operational procedures and guidelines
- ◆ Legislation and its impact on CCTV operations
- ◆ Roles and responsibilities of the CCTV operator and other CCTV staff
- ◆ The characteristics of a CCTV system
- ◆ How to make effective use of CCTV equipment
- ◆ Emergency procedures in the CCTV control room

Guidance on the delivery and assessment of this Unit

The SQA does not prescribe the mode of delivery for this Unit. Centres are free to offer the Unit using any mode of delivery that meets the needs of the candidates. However, the SIA has recommended a certain amount of Guided Learning Hours and Minimum Contact Hours. See the table below.

| Unit title | SIA Guided Learning Hours | Minimum Contact Hours |
|----------------------------|---------------------------|-----------------------|
| Working as a CCTV Operator | 14 | 14 |

Knowledge and understanding will be tested by an on-line, on-demand multiple choice question (MCQ) paper. The MCQ papers will be generated from an item bank that has been developed by SQA. This method of assessment ensures that each candidate is presented with a unique examination paper and that assessment and re-assessments can be taken at any point throughout the year. In addition, results are available immediately on completion of the examination. The candidate will answer 30 questions. The pass mark is 70%.

The on-line, on-demand examination service is provided to SQA by eCom Scotland. Centres should contact the Helpdesk at eCom Scotland for all queries in relation to the operation and administration of the on-line assessments:

eCom Scotland
18b Dickson Street
Dunfermline
Fife
KY12 7SL
Scotland

Tel: 08456 431344
Fax: 08452 802318

E: info@ecomscotland.com
Website: www.ecomscotland.com

Support notes (cont)

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. Further advice can be found on SQA's web site 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.

History of changes to Unit

| Version | Description of change | Date |
|---------|-----------------------|------|
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Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

General information for candidates

Unit title: Working as a CCTV Operator

What are the SQA Security Licence-Linked Units and Qualifications?

The SQA has developed a series of qualifications that will allow you to apply to the SIA for your licence. Each qualification is made up of a number of Units. Each Unit clearly shows the main areas (called Learning Outcomes) that you will be expected to know about and also details the specific knowledge (called Assessment Criteria) on which you will be assessed.

What is the SIA?

The SIA is the UK regulatory body for the private security industry and operates under the terms of the Private Security Industry Act 2001. The SIA operates the licence scheme for those working in, or wishing to work in, the private security industry in the UK.

What is this Security Unit about?

This Unit — **FD38 04 Working as a CCTV Operator** — **must be undertaken by everyone who wishes to work as a CCTV Operator** in the UK private security industry and assesses your knowledge in the following areas:

- ◆ Understanding CCTV codes of practice, operational procedures and guidelines
- ◆ Understanding relevant legislation and how it impacts on CCTV operations
- ◆ Understanding the roles and responsibilities of the CCTV Operator and other CCTV staff
- ◆ Understanding the characteristics of a CCTV system
- ◆ Understanding how to make effective use of CCTV equipment
- ◆ Understanding emergency procedures in the CCTV control room

Successful achievement of this mandatory Unit counts towards the following qualification:

- ◆ Award in CCTV Operations (Public Space Surveillance) (Scotland) at SCQF level 6

The component Units of the **Award in CCTV Operations (Public Space Surveillance) (Scotland)** are:

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

Why do I need to achieve this Security Unit?

Achievement of this Unit and the others which make up a fully recognised qualification allows you to apply for a licence from the SIA. This licence allows you to work in the private security industry in the UK. Legally, you cannot work without it.

General information for candidates (cont)

How do I get this Security Unit?

The following page shows the Unit Specification which contains Learning Outcomes and the Assessment Criteria.

You will need to achieve all of the Learning Outcomes by meeting all of the Assessment Criteria. You will do this by sitting a multiple-choice test at an approved SQA centre. You should be in a position to be assessed for this Unit after no more than 14 hours of guided study (ie contact time with your tutor/trainer).

Further info

- ◆ This Unit has 2 SCQF credit points at SCQF level 6
- ◆ This Unit is fully recognised by the SIA

NOTE: In order to apply for an SIA licence, you must be 18 years of age or over and provide proof of identity.

Unit specification: Working as a CCTV Operator

| Learning Outcome | Assessment Criteria |
|---|---|
| 1 Understand CCTV Codes of Practice, Operational Procedures and Guidelines | 1.1 Identify the purpose of codes of practice, operational procedures and guidelines 1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations. 1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and the public. 1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator 1.5 State why the control room is kept as a secure environment 1.6 Identify the key features of access control systems 1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room 1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators |
| 2 Understand relevant Legislation and how it impacts on CCTV operations | 2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator 2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator 2.3 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation 2.4 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations 2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation 2.6 Explain the main provisions of Freedom of Information legislation 2.7 State how Freedom of Information legislation differs from Data Protection legislation 2.8 Identify how Display Screen Regulations impact on the role of the CCTV operator 2.9 Identify the causes, key indicators and means of alleviating stress |
| 3 Understand the Roles and Responsibilities of the CCTV Operator and other CCTV Staff | 3.1 Describe the purpose of a CCTV system 3.2 Identify the main roles and responsibilities within a typical CCTV control room team 3.3 State the importance of accurate and timely communication up and down the reporting chain 3.4 Explain the importance of sharing information between the team and other agencies 3.5 Explain the importance of the continuity of evidence 3.6 Identify the responsibilities of the operator to produce statements and give evidence in court 3.7 State the importance of accurate and detailed note taking and record keeping |
| 4 Understand the characteristics of a CCTV system | 4.1 Identify the main components of the CCTV system 4.2 Describe the main types of CCTV cameras and mountings 4.3 Describe how technologies such as ANPR, Biometrics, Visual Recognition, Digital Recording are used with CCTV equipment 4.4 Explain the importance of dedicated communication links with third parties |

Unit specification: Working as a CCTV Operator

| Learning Outcome | Assessment Criteria |
|---|---|
| <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 an 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> |