

<b>Unit Title</b>	<b>Working as a CCTV Operator within the Private Security Industry</b>
<b>Ofqual unit reference number (code)</b>	<b>T/506/7147</b>
<b>Organisation Reference</b>	<b>CCTV1</b>
<b>Unit Level</b>	<b>Two</b>
<b>Unit Sub Level</b>	<b>None</b>
<b>GLH</b>	<b>14</b>
<b>Unit Credit Value</b>	<b>1</b>
<b>Sector Subject Areas</b>	<b>1.4 Public Services</b>
<b>Unit Grading Structure</b>	<b>PASS</b>
<b>Availability</b>	<b>Restricted</b>
<b>Restricted Organisations</b>	<b>BIIAB City and Guilds of London Institute Highfield Awarding Body for Compliance Industry Qualifications Laser Learning Awards NOCN Pearson Education Ltd Scottish Qualifications Authority trading as SQA</b>
<b>Assessment Guidance</b>	<b>This unit must be assessed according to the SIA's <i>Introduction to Learning Leading Towards Licence-linked Qualifications - Requirements for Awarding Bodies and Training Providers.</i></b>

<b>LEARNING OUTCOMES</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the roles and responsibilities of the CCTV operator and other CCTV staff.	1.1. Identify the roles and responsibilities of each member of the CCTV team. 1.2. State the meaning of “confidentiality” as it applies to the role of a CCTV operator. 1.3. State the CCTV operators’ responsibilities regarding privacy issues. 1.4. Identify the main types of incidents that a CCTV operator may assist with. 1.5. Identify non-crime incidents and how the operator should deal with them. 1.6. Identify local crime and disorder issues that affect CCTV operations. 1.7. Recognise indicators of a suspected Improvised Explosive Device (IED).
2. Understand CCTV codes of practice, operational procedures and guidelines	2.1. Identify the purpose of codes of practice, operational procedures and guidelines. 2.2. Identify the impact of codes of practice, operational procedures and guidelines on

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	<p>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>
<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 Protections of Freedoms Act.</p> <p>3.5. State how main provisions of the Regulation of Investigatory Powers and the Protections 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 the Sex Offenders legislation impacts on CCTV operations.</p>

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
4. Understand the importance of communication within CCTV operations	4.1. State how CCTV operators interact with third parties during an incident. 4.2. Identify ways in which the CCTV operator can assist statutory enforcement agencies. 4.3. Identify actions to take on receiving a request for assistance from the police and other partners. 4.4. State the importance of team working. 4.5. Identify the importance of dedicated communication links with third parties. 4.6. State the importance of accurate and timely communication up and down the reporting chain.
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. 5.2. State the procedures to follow on re-occupying the CCTV control room after an evacuation. 5.3. State how to carry out a search of the CCTV control room for a suspicious object. 5.4. Identify actions to take if a suspicious object is found in the CCTV control room. 5.5. State the actions to be taken in the event of a systems failure.
6. Understand the characteristics of a CCTV system.	6.1. State the purposes of a CCTV system. 6.2. Identify the main components of the CCTV system. 6.3. Identify the main types of CCTV cameras. 6.4. Identify current and emerging CCTV technologies.
7. Understand health and safety relevant to the CCTV operator.	7.1. State procedures for lone working. 7.2. State the guidelines for CCTV operators under the Display Screen Regulations. 7.3. Identify the reasons for operator check call systems. 7.4. State the key indicators of stress and how these can be managed. 7.5. State the purpose of a risk assessment.
<b>Equivalences</b>	<b>N/A</b>