Unit 2: Working as CCTV Operator within the Private Security Industry

Unit reference number: T/506/7147

QCF level: 2

Credit value: 2

Guided learning hours: 14

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practise. It covers the knowledge and understanding for areas that are relevant to the role of a CCTV Operator.

Essential resources

This unit covers part of the specialist knowledge and understanding required to become a licensed CCTV Operator (operational skills will be covered in Unit 3: Practical Operation of CCTV Equipment), while generic knowledge relating to the wider security industry is dealt with in the Unit 1 Working in the Private Security Industry.

In this unit, you will be taught about the CCTV equipment available and how it is used. You will learn about the key documentation used in the work of a CCTV Operator as well as aspects of confidentiality and security that are essential to the job role. You will examine key legislation relating to the operation of a CCTV system and the role of the CCTV Operator. You will understand what your role and responsibilities will be as a CCTV Operator. Finally, you will cover those emergency procedures that are specific to CCTV control rooms, building on what you have learned about emergencies in Unit 1 Working in the Private Security Industry.

Learning outcomes, assessment criteria and summary of significant changes

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Sections highlighted indicate where an LO or AC has changed significantly from the previous version of the unit.

Learning outcomes		Assessment criteria		Summary of significant changes between old and new unit
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	This was previously LO3 This has changed from the 'main responsibilities of the CCTV team'
		1.2	State the meaning of 'confidentiality' as it applies to the role of a CCTV operator	Previously AC1.4
		1.3	State the CCTV operators' responsibilities regarding privacy issues	New assessment criterion
		1.4	Identify the main types of incidents that a CCTV operator may assist with	Previously AC5.1
		1.5	Identify non-crime incidents and how the operator should deal with them	New assessment criterion
		1.6	Identify local crime and disorder issues that affect CCTV operations	Previously AC5.3
		1.7	Recognise indicators of a suspected Improvised Explosive Device (IED)	Previously AC5.7
2	Understand CCTV codes of practice,	2.1	Identify the purpose of codes of practice, operational procedures and guidelines	This was previously LO1 Previously AC1.1

		2.2	Identify the impact of codes of practice, operational procedures and guidelines	Previously AC2.2
	operational procedures and guidelines	2.3	State why the control room is kept as a secure environment	Previously AC1.5
		2.4	Identify the key features of access control systems	Previously AC1.6
		2.5	State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room	Previously AC1.7
		2.6	Identify reasons for targeting suspects and vehicles	Previously part of AC 5.9
		2.7	Identify the methods used when targeting suspects and vehicles	Previously part of AC5.9
		2.8	State the importance of accurate record keeping	Previously AC3.7
3	Understand relevant legislation and how it impacts on CCTV operations	3.1	Identify how Data Protection legislation impacts on the role of the CCTV operator	Previously LO2

Previously AC2.1 |
		3.2	Identify how Freedom of Information legislation impacts on the role of the CCTV operator	Slight change from previous AC2.6: Explain the main provision of the FoI legislation
		3.3	Identify how Human Rights legislation impacts on the role of the CCTV operator	Previously AC 2.2
		3.4	Identify the main provisions of the Regulations Investigatory Powers and the Protection of Freedoms of Information Act	Previously AC2.3
		3.5	State how main provisions of the Regulation Investigatory Powers and the Protection of Freedoms of Act impact on CCTV operations	Previously AC2.4

		3.6	State how to conduct surveillance planning	New assessment criterion
		3.7	Identify how the Police and Criminal Evidence Act and the Criminal Procedures and Investigations Act impact on the role of a CCTV operator when collecting and processing evidence	New assessment criterion
		3.8	Identify how the Police and Criminal Evidence Act and the Criminal Procedures and Investigations Act impact on the role of a CCTV operator when securing evidence	New assessment criterion
		3.9	Identify the responsibilities of the CCTV operator to produce statements and give evidence in court	Previously AC3.6
		3.10	Identify how the Sex Offenders legislation impacts on CCTV operations	New assessment criterion
4	Understand the importance of communication within CCTV operations	4.1	State how CCTV Operators interact with third parties during an incident	Update to previous LO5: Understand how to make effective use of CCTV equipment Previously AC5.4
		4.2	Identify ways in which the CCTV operator can assist statutory enforcement agencies	Previously AC5.6
		4.3	Identify actions to take on receiving a request for assistance from the police and other parties	New assessment criterion
		4.4	State the importance of team working	New assessment criterion
		4.5	Identify the importance of dedicated communication links with third parties	Previously AC4.4
		4.6	State the importance of accurate and timely communication up and down the reporting chain	Previously AC3.3
5	Understand Emergency Procedures in the CCTV control room	5.1	State the actions to take when evacuation of the control room is ordered	Previously LO6 Previously AC6.1
		5.2	State the procedures to follow in re-occupying the CCTV control room after an evacuation	Previously AC6.5

		5.3	State how to carry out a search of the CCTV control room for a suspicious object	New assessment criterion
		5.4	Identify actions to take if a suspicious object is found in the CCTV control room	Previously AC6.3
		5.5	State the actions to be taken in the event of a systems failure	Previously AC6.1
6	Understand the characteristics of a CCTV system	6.1	State the purpose of a CCTV system	Previously LO4 Previously AC3.1
		6.2	Identify the main components of the CCTV system	Previously AC4.1
		6.3	Identify the main types of CCTV cameras	Previously AC4.2
		6.4	Identify current and emerging CCTV technologies	New assessment criterion
7	Understand Health and Safety relevant to the CCTV operator	7.1	State the procedures for lone working	New LO New assessment criterion
		7.2	State the guidelines for CCTV operators under the Display Screen Regulations	Changed from previous AC2.8 'Identify how DSR impact on the role of the CCTV operator'
		7.3	Identify the reasons for operator check call systems	New assessment criterion
		7.4	State the key indicators of stress and how these can be managed	Previously AC2.9
		7.5	State the purpose of a risk assessment	New assessment criterion