

BIIAB LEVEL 2 AWARD IN CCTV OPERATIONS (PUBLIC SPACE SURVEILLANCE)

Qualification Outline

1 This qualification is fully endorsed by the Security Industry Authority (SIA) in support of the licence to practise for security guards under the Private Security Act 2001. The qualification is based on the SIA's standards and on good practice in training and assessment.

2 The qualification has been accredited on to the Qualifications and Credit Framework by Ofqual. The qualification number is 500/7884/7.

3 The Level 2 Award in CCTV Operations (Public Space Surveillance) consists of three units:

Working in the Private Security Industry (M/600/5174)

Working as a CCTV Operator (A/600/7381)

Practical Operation of CCTV Equipment (H/600/7388)

4 Assessment – For this qualification, candidates will be required to complete the following assessments:

A 25 question multiple choice examination on Working in the Security Industry. The examination will last for 40 minutes and candidates will be required to correctly answer 20 of the 25 questions (80%)

A 43 question multiple choice examination on Working as a CCTV Operator. The examination will last for 1 hour and candidates will be required to correctly answer 30 of the 43 questions (70%)

A practical assessment covering Practical Operation of CCTV Equipment

5 Certification – credit certificates will be awarded for all units. In addition, there is an overarching certificate which is issued to candidates on successfully completing all units of assessment.

6 Information regarding the required content for the training is provided along with the learning outcomes and assessment criteria.

7 The **guided learning hours** for the qualification are 10 hours for Working in the Private Security Industry, 14 hours for Working as a CCTV Operator and 7 for Practical Operation of CCTV Equipment, inclusive of the external assessment, making a total of 31 hours. Centres may organise the delivery of the qualification to suit their candidates, e.g. over two weekends, over a number of separate evenings or over four consecutive days.

Learning Outcomes and Assessment Criteria for Level 2 National Certificate for CCTV Operators (Public Space Surveillance)

The guided learning hours for this unit are 10 hours (including examination).

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 those areas of content that are common across different sub-sectors: door supervision, security guarding, CCTV operations, vehicle immobilisation, and cash and valuables in transit.

Main topics

The purpose and main features of the private security industry

The legislation that is relevant to people working in the private security industry

Relevant aspects of health and safety in the workplace

- Application of fire safety principles
- Dealing with non-fire-related workplace emergencies
- The principles of effective communication and customer care in the private security industry

Working as a CCTV Operator

The guiding learning hours for this unit are 14 hours (including examination).

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

Main topics:

- CCTV Codes of Practice, Operational Procedures and Guidelines
- Relevant Legislation and how it impacts 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

Practical Operation of CCTV Equipment

Aim - This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the skills for areas that are relevant to the role of a CCTV Operator in the practical operation of CCTV equipment

Learners will need to demonstrate that they can use CCTV equipment and that they can operate a CCTV system.

Training is delivered as follows:

Knowledge and practical based training and assessment (30 hours)

- Role and responsibilities of CCTV operator and other CCTV staff
- Codes of practice, operational procedures and guidelines
- CCTV equipment and its operation
- Control room communications and access control
- Legislation
- Dealing with incidents
- Surveillance techniques
- Fire and emergency procedures
- Health and safety