TridentAwards

QUALIFICATION SPECIFICATION

Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry



Trident Awards

Trident Awards is the brand used by Laser Learning Awards unique to its work in the security industry sector.

LASER supports its approved centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.

LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are approved (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Summary of Changes

VERSION	PUBLICATION DATE	SUMMARY OF CHANGES
V1.3	October 2026	Review date extended to 31st March 2028 pending outcome of Security Industry Authority (SIA) consutation and review.
V1.2	December 2025	Trainer and Assessor Requirements updated.
V1.1	June 2025	Review Date extended to 31st March 2027. X logo removed throughout. Section 3.1.3 Delivery updated with clarification of English Language requirements.

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1. Qualification Overview

OFQUAL QUALIFICATION NUMBERS	
603/5513/X	LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS	Pre-requisite for those seeking to work as a CCTV operator in the private security industry.
WHO IS IT FOR?	New entrants to the sector without a previous award/qualification conferring full or partial exemption.
ENTRY REQUIREMENTS	Minimum age for registration is 16. Note, individuals must be 18 before they can apply for an SIA licence. Learners must be able to communicate effectively in English (speaking, listening, reading and writing) and centres must have procedures in place for establishing the learners' competence in the use of the English language. Learners should as a minimum have English language skills equivalent to: • B2 level qualification on the Home Office's list of recognised English tests and qualifications • B2 Common European Framework of Reference for Language (CEFR) • an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland • an ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland • Functional Skills Level 1 in English • SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5 • Essential Skills Wales Communication Level 1
TOTAL QUALIFICATION TIME (TQT)	The Total Qualification time for this qualification is 30. Total Qualification Time represents the total time a learner may take to achieve the qualification, including both guided learning and all other learning.
UNITS	To achieve the qualification, the learner must achieve both of the following units: • Principles Of Working In The Private Security Industry • Principles And Practices Of Working As A CCTV Operator In The Private Security Industry
ASSESSMENT	Assessment is by multiple choice examination, internally assessed practical demonstration and portfolio of evidence (including written short answer questions).
DATES	Operational Start Date: 1st April 2021 Qualification Review Date: 31st March 2028
TO DELIVER	Centres must meet SIA/Trident Awards' requirements for centre recognition and qualification approval. Requirements include those around teaching and learning resources, staffing, course and examination venues, record keeping, delivery, assessment, and quality assurance.

2. About the Qualification

A Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry is a pre-requisite for those seeking to work as a CCTV operator in the private security industry (PSI).

Under the terms of the Private Security Industry Act (2001) individuals working in specific sectors of the private security industry must be licensed by the Security Industry Authority (SIA). One criterion for obtaining a licence is the achievement of a licence-linked qualification. The LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry provides full coverage of the competences specified by the SIA and therefore meets its requirements for a licence-linked qualification.

A Public Space Surveillance (CCTV) licence is required when manned guarding activities are carried out through the use of closed circuit television equipment to:

1. watch members of the public or identify particular people
2. guard against disorder or protect people from assault (this includes using CCTV to stop these things from happening or provide information about them if they do happen)

This includes the use of CCTV in these cases to record images that are viewed on non-CCTV equipment, but excludes the use of CCTV solely to identify a trespasser or protect property.

The LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry qualification is suitable for any new entrant to the sector without a previous award/qualification.

Successful learners will:

- Know the main characteristics and purposes of the Private Security Industry
- Understand legislation as it applies to a security operative
- Understand arrest procedures relevant to security operatives
- Understand the importance of safe working practices
- Understand fire procedures in the workplace
- Understand emergencies and the importance of emergency procedures
- Understand how to communicate effectively as a security operative
- Understand record keeping relevant to the role of the security operative
- Understand terror threats and the role of the security operative in the event of a threat
- Understand how to keep vulnerable people safe
- Understand good practice for post-incident management
- Understand the purposes of a surveillance CCTV system and the roles and responsibilities of control room team and other stakeholders
- Understand the different types of legislation and how they impact on public space surveillance (CCTV) operations
- Understand the importance of operational procedures in public space surveillance (CCTV) operations
- Understand how public space surveillance (CCTV) systems equipment operates
- Understand surveillance techniques

- Understand different types of incidents and how to respond to them
- Understand health and safety in the CCTV environment
- Demonstrate operational use of CCTV equipment
- Produce evidential documentation

The qualification is mapped to the SIA Specification for Learning and Qualifications for Public Space Surveillance (CCTV) Operators.

Please note that the legal systems and laws of Scotland and Northern Ireland differ from those of England and Wales. If delivering in Scotland or Northern Ireland, both local law and English law must be delivered.

Trident Awards and the SIA advises that operatives and their employers are responsible for familiarising themselves with the laws and legal systems relating to the area in which they will be working.

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3. Offering the Qualification

It is important that this specification is read in conjunction with the Trident Awards Centre Handbook[1] which supports centres to implement Trident Awards' processes for use with Security Industry Authority (SIA) licence-linked qualifications.

3.1 REQUIREMENTS FOR CENTRES

To offer this qualification through Trident Awards, a centre must be:

- an Approved Trident Awards or LASER centre (with all trainers and assessors, Internal Quality Assurers (IQAs) and venues approved);
- approved to offer the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry;
- prepared to allow representatives from the SIA, Ofqual, Trident Awards and if necessary, other authorities, to inspect and/or audit training venues, delivery, and/or assessment, in order to ensure consistent quality of delivery.

3.1.1 THE QUALIFICATION APPROVAL PROCESS

Centres must have successfully completed the qualification approval process to allow them to offer the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry.

Approved Trident Awards or LASER centres can seek approval at any time to offer the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry qualification by completing forms[1]: CR1 Trainer Application Form, CR8 IQA Application Form and CR2 Room Approval Form. A CR5 Self-Study Approval Form must be completed to seek approval if any part of the qualification is to be delivered as self-study.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

The Qualification Approval Process seeks to establish that centres have in place:

- experienced and qualified trainers, assessors and IQAs that meet the regulatory bodies' requirements.
- training and examination venues that meet the regulatory bodies' requirements.
- arrangements for establishing learners' competence in the use of all areas of the English language (speaking, listening, reading and writing).
- suitable teaching and learning resources.
- Employers Liability Insurance - £5 million.
- Public Liability Insurance.
- Professional Indemnity Insurance.

Insurance conditions are in line with general insurance requirements and the Employers Liability (Compulsory Insurance) Act 1969 and are the minimum for a centre offering SIA licence-linked qualifications.

3.1.2 TEACHING AND LEARNING RESOURCES

The centre should have access to an appropriate range of teaching/learning resources, including:

- a course programme.
- tutor briefing notes.
- student hand-outs.
- visual aids.
- A CCTV system of at least 2 PTZ cameras and associated recording and monitoring equipment within a control room/control room environment. Equipment must be positioned in such a way as to provide continuity when a person is being tracked/followed.
- A control room environment that during training and assessment is used solely for this purpose. If a control room is not available a simulated control room environment must be used.
- A simulated control room environment is a room that during training and assessment can be used solely for this purpose.

3.1.3 DELIVERY

This qualification must be delivered and assessed exclusively in English or British Sign Language (BSL). No other languages may be used for course delivery or assessment purposes.

3.1.3.a Order of Delivery of Units

It is a requirement for learners undertaking the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry that practical assessments take place after the delivery of the following units;

- Principles Of Working In The Private Security Industry.
- Principles And Practices of Working As A CCTV Operator In The Private Security Industry.

3.1.3.b Delivery hours

A Minimum Contact Hours (MCH) value is stipulated by the SIA for each unit. These values are specified in the table below. The SIA defines the minimum contact hours as time where the learner is in the same room as the tutor and receiving training or undertaking assessment. This time does not include:

- Course induction including registration, checking ID and other centre and course administration.
- English initial assessment and feedback to learners.
- Self-study assessment and feedback to learners.
- Breaks in the delivery of the course.

Each day should not exceed eight hours of learning.

UNIT NUMBER	UNIT NAME	MINIMUM CONTACT HOURS	SIA MAX PERMITTED SELF-STUDY HOURS	SIA TOTAL LEARNING AND ASSESSMENT HOURS
R/617/9674	Principles Of Working In The Private Security Industry	7	10	17
J/617/9669	Principles And Practices Of Working As A CCTV Operator In The Private Security Industry	13	Not permitted	13
		20 (3 days)	-	**30 (4 days)**

The SIA stipulates that face to face delivery must be a **minimum** of four days when self-study materials are not used. Where self-study is being used the number of days face to face is three.

It is a requirement that centres can demonstrate that they are providing the MCH as required by SIA and that the SIA Total Learning Hours are also met. Centres are required to provide Trident Awards with detailed timetables evidencing how course hours will be met.

Every trainer, training programme, and venue used to deliver and assess this qualification must be approved by Trident Awards.

3.1.3.c Virtual Learning

A virtual classroom is an online platform which enables synchronous learning (live) and interactive delivery of training. This learning environment means that the tutors and learners can communicate (sound and visual) and interact with each other in an online group setting. Also called remote delivery training and online classroom. All centres must seek approval with Trident Awards to deliver via this method. For further details please see **Appendix 1**.

3.1.3.d Self-study

Self-study may be used to deliver up to 10 hours learning of Principles Of Working In The Private Security Industry (PWPSI) for the following Learning Outcomes (LO):

LEARNING OUTCOME	DESCRIPTION	MAXIMUM PERMITTED HOURS OF SELF-STUDY
1	Know the main characteristics and purposes of the private security industry	2 hours
2	Understand legislation as it applies to a security operative	2 hours
4	Understand the importance of safe working practices	2 hours
5	Understand fire procedures in the workplace	1 hour
9	Understand terror threats and the role of the security operative in the event of a terror threat. ACT AWARENESS AND ACT SECURITY IS THE ONLY PERMITTED SELF-STUDY METHOD FOR THIS LEARNING OUTCOME	2 hours
11	Understand good practice for post-incident management	1 hour

It is important the self-study materials used clearly show learners, how many hours learning they are expected to undertake and that they are given sufficient time to complete it before their course begins.

Centres must have mechanisms in place to ensure that effective, appropriate self-study has taken place pre-course. This will be quality assured through the external quality assurance process.

Suitable methods of self-study include prepared, high quality:

- Online learning materials or courses that the learner must navigate
- Workbooks that the learner must work through and complete
- Learning materials that the learner can use to cover specific areas of content

Self-study is a delivery option that is available to centres, it is not compulsory. All centres using self-study as a delivery method **must** gain prior approval from Trident Awards before commencing delivery, including approval of the materials to be used.

A copy of all completed self-study materials must be retained by the centre for a minimum of three years.

A PDF copy of each unit within this qualification is available free of charge on the Trident Awards **website** and the Indicative Content is also available to approved centres via the Quartz web portal. This represents the basic content which must, as a minimum, be taught to learners, but this must be expanded by tutors and further, more detailed content delivered.

3.1.3.e Identification Checking

Centres must check the learner's identity prior to starting the course and keep a record of the SIA group A and group B identity documents they review and accept for each learner. These records must be kept for a minimum of 3 years and must be made available for audit purposes. Centres should make sure they store all data in a way that meets current data protection legislation.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

Acceptable forms of learner ID can be found here on our website this list reflects the SIA list of acceptable group A and group B ID documents available at **https://www.gov.uk/guidance/apply-for-an-sia-licence#check-you-have-the-right-document**.

Centres must check the learner's identity before assessing them. This means that learners must provide an original photo ID from the SIA Group A list of acceptable ID documents before they can sit the knowledge assessments. Centres must keep a record of the identity document they review and accept for each learner. If the Group A document provided does not include a photograph of the learner, then an additional identity document which does include a photograph of the learner must also be provided so the centre can confirm the identity of the person sitting the assessment.

A learner who is unable to produce the correct documents to satisfy the SIA ID requirements will not be able to take any assessments therefore will not be able to complete the qualification. A learner in this situation may write to the SIA with an explanation of why they do not possess the required documents, and details of the documents that they do have. The SIA will assess this evidence on a case by case basis.

3.1.3.f Sign In Sheets

Sign In Sheets

A Trident Sign in Sheet[1] must be completed for all learners attending for each and every day of all training courses. Each learner must sign their own name and record the time they joined and left each session. The form must be countersigned and dated by the trainer(s). This should be available for inspection by the Quality and Curriculum Reviewer (QCR) during visits and by Trident Awards wider quality team on demand. If a learner is late for a session a note must be made on the Trident Sign in Sheet[1] showing how the time missed was made up so that the Guided Learning Hours were met. Centres must retain these detailed registers for a minimum of three years for audit purposes.

3.1.4 Trainer and Assessor Requirements

All Trainers delivering learning leading to this qualification must either have achieved as a minimum Level 3 Award in Education and Training (QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF) (Level 6 SCQF) or equivalent or above, which has been accredited by SQA/QCA/Ofqual or validated by HEI, or equivalent such as:

- Level 4 Award in Education and Training (QCF/RQF)
- Certificate in Education
- Post Graduate Certificate in Education (PGCE)
- SVQ/NVQ Levels 3 and 4 in Learning and Development
- Scottish Training qualification for Further Education (TQFE)
- PTLLS, CTLLS or DTLLS
- Masters in Education

All trainers/assessors must have completed the National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme ACT (Action Counters Terrorism) Awareness training and ACT security training.

* must include a unit/module covering assessment.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

Assessor qualifications

All Assessors must hold any of the following qualifications.

- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different sources of Evidence
- Level 5 Diploma in Education*
- Certificate of Education*
- Post Graduate Certificate in Education*
- Or the following unit from the Level 3 Award in Understanding the Principles and Practices of Assessment:
  - Unit 1 Understanding the Principles and Practices of Assessment.

- Or the following units from a Teaching qualification.
  - Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training.
  - Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector.
  - Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector.
  - Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development.
  - Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4 Diploma in Learning and Development.
  - Assess Vocational Skills, Knowledge and Understanding Level 3 Certificate/Level 4 Diploma in Learning and Development.

It is expected that in most cases the trainer and the assessor will be the same person. Trainers/assessors new to licence-linked delivery/assessment have six months from approval to achieve an assessor unit/qualification. After that time, training delivery may continue, however all assessment decisions must be counter-signed by an approved (qualified) assessor until such time an assessor qualification is achieved.

All trainers **must**:

- be approved to deliver the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry, according to the Trident Awards Quality Approval Process
- be fully competent in training/facilitation skills.
- demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training. Experience may be drawn from:
  - Armed services
  - Police service

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

- Security industry
- Prison service

- demonstrate evidence of continuing professional development (CPD) in the sector which should include the equivalent of at least forty hours every year spent in a combination of training, increasing professional knowledge through other means or working in the industry. This evidence must be retained for a minimum of three years for audit purposes. Evidence must include annual completion of the SIA endorsed counter terrorism programme ACT (Action Counters Terrorism) Awareness training and ACT security training.

Trainers new to the sector (i.e. in their first role as a trainer in the security sector) must:

- be approved to deliver the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry, according to the Trident Awards Quality Approval Process.
- have two years' (24 months') front-line operational experience in the past five years in the UK, relevant to the qualifications that they are delivering. Note this experience should have been gained in the UK and must be a role within the private security industry or a specific role that can be mapped to the requirements of the private security industry. Evidence of this relevant, operational experience can be achieved from full time, part time or weekend employment and in blocks of employment, as long as it meets a minimum of 24 months in the past five years.

Staffing numbers

A ratio of one trainer to a maximum of 12 learners applies to units which include an assessment of practical skills. (Note: this is not a requirement for the delivery and assessment of the knowledge element of the unit).

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3.1.5 TRAINING VENUES

Training and assessment must be undertaken in a suitable training and assessment environment, which has been quality assured and approved by Trident Awards as suitable for conducting training/examinations. Equipment for practical activities must be readily available and fit for purpose. For the delivery of the Principles And Practices Of Working As A CCTV Operator In The Private Security Industry unit an appropriate control room environment or simulated control room environment must be available. Please also see section **3.1.2** for training resource requirements.

It is also the responsibility of the Centre to ensure that appropriate permission is obtained when using shared premises for training and/or assessment.

All training venues must be adequately equipped for training, conducive to effective learning and must comply with current health and safety requirements. Further details and guidance on risk assessments can be found in the Trident Awards Centre Handbook[1].

3.1.6 EXAMINATION VENUES

It is expected that centres will work to the Joint Council for Qualifications (JCQ) standards as best practice.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

IMPORTANT: refer to Trident Awards' Centre Handbook[1] for full details of requirements.

Centres are required to maintain records of how examination venues meet these criteria, which must be made available to Trident Awards on request. False or misleading statements by centres in respect of examination venues may result in immediate suspension or withdrawal of centre recognition, and examination papers may be declared void.

3.2 ENTRY REQUIREMENTS FOR LEARNERS

The minimum age for access to the qualification is 16 years, however the minimum age for SIA licence applicants is 18 years. 16 and 17 year-olds holding this qualification will not be permitted by SIA to apply for a licence.

English Language Requirements

It is an SIA requirement that learners must be able to communicate effectively in English (speaking, listening, reading and writing). Centres must have robust, auditable procedures in place to ensure that all learners:

- have English language skills equivalent to:
    - a B2 Level qualification on the Home Office's list of recognised English tests and qualifications
    - a B2 Common European Framework of Reference for Languages (CEFR)
    - an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales, or Northern Ireland
    - an ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
    - Functional Skills Level 1 in English
    - SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
    - Essential Skills Wales Communication Level 1
- read and/or interpret given tasks.
- produce answers that are clear, logical and understandable.
- organise relevant information clearly and coherently.
- make decisions based on underpinning knowledge.

If a learner does not already hold a formal qualification confirming their language skills as outlined above, the centre must:

- conduct an assessment in English with the learner. The learner must be able to demonstrate their ability to read, write, speak, listen in English.
- be able to confirm that the learner registered to take the course, is the same learner taking the language assessment.
- ensure that the language assessment is marked, and the learner passes the assessment, before the learner is accepted onto the course

- ensure that they have effective measures in place to ensure that the English language requirement has been met.

Approved centres must have their English language assessment materials approved with their awarding organisation (AO) as part of their centre approval. Approved centres must retain this information for all learners against all four competencies. It should be kept for a minimum of 3 years.

Where learners do not meet the English language requirement, centres should have a clear procedure for providing feedback and guidance to the learner which signposts them to appropriate sources of support.

Centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting learners forward for training and assessment. English language assessments used by training centres must be agreed with Trident Awards as part of their approval.

3.3 RULES OF COMBINATION

To be awarded the LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry the learner must achieve **both** units, **totalling three credits**. Unit content is located at the end of this document.

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4. Assessment

4.1 ASSESSMENT METHODS

This qualification is assessed through a combination of multiple choice tests, completion of a portfolio of evidence, through practical demonstrations and the completion of a practical activity. All multiple choice tests are externally set and marked by Trident Awards. Assessments are set against the requirements detailed in the assessment criteria for each unit. Indicative content is provided for each unit and lists its scope.

The table overleaf summarises the assessment methodology for each unit.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

UNIT	ASSESSMENT METHOD	NUMBER OF QUESTIONS	DURATION	ACHIEVEMENT REQUIRED
Principles Of Working In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam	72	110 minutes	70%
	Practical: Externally set, internally assessed activity based on the completion of an evidential statement/incident report.	Not Applicable	Recommended duration 15 minutes	100%
Principles And Practices Of Working As A CCTV Operator In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam.	40	60 minutes	70%
	Practical*: Externally set and internally assessed practical CCTV scenario with observation sheet	Not Applicable	Recommended duration 25 minutes	100%
	Portfolio: Externally set and internally assessed workbook			80% for the short answer element of workbook

* Practical assessment **must** be visually recorded for each learner.

For each practical assessment each learner must introduce themselves and state the date. The video/audio recordings must be retained and catalogued by the centre, in a format which allows them to be shared with, and viewed by, Trident Awards and SIA as required. Guidance on acceptable referencing methods can be found in the Trident Centre Handbook[1]. The trainer will only confirm a learner's achievement when **all** aspects of each practical assessment have been completed successfully.

Examinations must take place at a venue that meets the requirements of 'examination venue criteria' detailed in **Section 3.1.6**, using the assessments set by Trident Awards, and must be carried out in accordance with the policy, standards and regulations specified by the SIA in its document '**Get Training**' , Trident Awards Centre Handbook[1] and this qualification specification.

All completed Candidate Response Sheets[1] are submitted by the centre to Trident Awards for marking. Confirmation of practical assessment achievements must be submitted to Trident Awards on completion of the course and evidence of achievement must be retained by the centre for a period of three years and must be available for inspection when requested by Trident Awards.

Assessment results are issued by Trident Awards to the approved centre.

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4.2 ASSESSMENT REQUIREMENTS

A ratio of one trainer to a maximum of 12 learners applies to units which include an assessment of practical skills. Each learner **must** be assessed individually when undertaking practical demonstrations.

Knowledge

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

The knowledge elements of the units are assessed using an externally set and externally marked multiple choice question paper. Learners are also required to provide written answers to six short answer knowledge questions (not under exam conditions). This short answer assessment task must be completed before the practical skills observation.

Practical Skills

The practical elements are externally set/internally assessed using Trident Awards documentation (available to download from the QuartzWeb portal). For the unit Principles of Working in the Private Security Industry, a/c 8.4 Demonstrate the accurate completion of an evidential statement/incident report, learners are required to produce a hand-written statement, based on a centre devised scenario. An exemplar statement has been produced for centres to use to help prepare learners for their summative assessment. Reports submitted for assessment must be the learner's own work. For the unit Principles and Practices of Working as a CCTV Operator in the Private Security Industry each learner must be assessed using CCTV equipment, provide responses to six short answer knowledge questions and compile a portfolio of documents relating to CCTV operations.

Centres must retain video evidence of practical assessments for one year. The evidence produced for assessment criterion 8.5 and 9.1 must be retained for three years, including images produced for evidential purposes. This means that if this activity is included on video recordings, these must be retained for three years.

Timing of the Practical Assessment

The course timetable should reflect the timing of the practical assessments, to ensure that sufficient time is allowed per learner. Each assessment is recommended to take approximately 25 minutes per learner.

Learner Briefing for the CCTV Practical Assessment

Prior to the start of the assessment learners should be briefed and advised of the requirements of the practical skills assessment (assessors may, if they wish, provide learners with a copy of the relevant Practical Assessment Form[1]). The assessor should clearly explain to the learner that all the practical skills must be demonstrated to the required standard, and that the practical assessment will be visually recorded.

Results for the Practical Assessment

The assessor will be required to use their professional judgement in deciding whether each of the practical skills have been demonstrated to the required standard and should refer to the assessment criteria detailed on the relevant Practical Assessment Form[1].

Learners can be marked as having achieved the required standard if the assessor considers that the activity was demonstrated to such a standard that it could be carried out unsupervised. It is not acceptable for the assessor to make assumptions that although the skill was not demonstrated to the required standard on this occasion, the learner could do it in the future under non-assessed conditions.

The assessor must indicate, in the box next to each skill, whether the learner has passed or failed each of the criteria listed on the Practical Assessment Form[1]. Failure to do so will result in the learner not achieving

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

the entire unit. When making judgements, the assessor must refer to the candidate's completed portfolio of evidence, practical demonstrations and evidential statement.

Feedback

Once the practical skills assessment is complete the assessor must inform the learner of the result of the assessment. Both the assessor and the learner must sign the Practical Assessment Form[1]. This should be done after the assessor feedback/comments section has been completed by the assessor, and the learner has had the opportunity to read the assessor's comments and add their own if required.

Portfolio

Learners are also required to compile a portfolio of documents relating to CCTV operations (eg. media log, evidential image, incident report etc) which will be internally assessed. Assessment documentation will be provided by Trident Awards[1].

4.3 SPECIAL ARRANGEMENTS FOR LEARNERS WITH PARTICULAR REQUIREMENT

Please see the Trident Awards '**Access to Fair Assessment Policy and Procedure**', which can be found **here**.

If a centre wishes to provide a reasonable adjustment for any learner, they must submit a Reasonable Adjustments' Form[1] with supporting evidence, for approval by Trident Awards, prior to the learner undertaking any assessment. The SIA document **Working in the Private Security Industry: A guide for disabled people** is a useful document and gives information about the different roles in private security.

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4.4 EXAMINATION INVIGILATION

Please see also the Trident Awards Centre Handbook[1] (available on the QuartzWeb Portal). The requirements within this section apply to all units within this qualification:

Who Can Invigilate?

Approved centres must ensure that invigilation is carried out by a person who has not prepared the learners for the examination. This means that the trainer must not act as the examination invigilator for the subject they have delivered and must not be present in the examination room. One invigilator may oversee a maximum of up to 30 candidates. For invigilator responsibilities please refer to the Trident Awards Centre Handbook[1].

Role of Invigilators

Invigilators have a key role in upholding the integrity of the examination process. The exam invigilator is the person in the examination room with the responsibility for conducting the examination. All invigilators must undergo a detailed induction. Full details of invigilator responsibilities can be found in the Trident Awards Centre Handbook[1] which all invigilators must read prior to undertaking invigilation duties.

[1] Once approved as a Laser Centre you can access this within the Document section of the Quartz web portal.

Examination Management

The Trident Awards Centre Handbook[1] (available from the Trident Awards QuartzWeb Portal) provides detailed guidance for centres on the following areas of examination management:

- examination papers' and Candidate Response Sheets'[1] security.
- the safe transportation of examination papers to all delivery sites.
- examination room preparation including candidate seating arrangements/plans, materials to be displayed, clock(s), providing candidate information.
- checking identities.
- starting the examination.
- during the examination.
- summoning help during an examination.
- learners who arrive late.
- leaving the examination room.
- ending the examination.
- completing the documentation.
- malpractice.
- emergencies.

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5. Quality Assurance

All centres wishing to deliver this qualification, or units of the qualification, will need to demonstrate the ability to manage and deliver the units and/or the qualification, including adherence to quality assurance regulations.

Trident Awards will provide guidance and give support to centres delivering the qualification. Trident Awards' standard quality assurance arrangements and requirements will apply and include the following:

- internal quality assurance of assessment decisions and processes.
- external quality review and assurance.

5.1 AUDIT OF CENTRE RECOGNITION

The Trident Awards' QCR will review approved centres' performance against the conditions of recognition to ensure continuing compliance with the regulatory requirements for the delivery and assessment of the qualification.

5.2 INTERNAL QUALITY ASSURANCE

All Centres must have a qualified IQA. Each Centre must have in place an effective internal quality assurance policy and system to ensure assessment practices are regularly reviewed and evaluated to confirm learner achievement. These will be monitored and reported on by the Trident Awards' QCR.

Internal Quality Assurers (IQA)

All those undertaking internal quality assurance activities for licence-linked qualifications must, as a minimum hold one of the following qualifications:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

Or the following unit from the Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

Centre IQA's must have security sector competence and be familiar with the course content relevant to the qualification that they are responsible for quality assuring.

Trident Awards approval process requires sufficient information about an IQA's occupational competence, which will be considered on a case-by-case basis.

Internal quality assurance arrangements must include, as a minimum, **all** of the following in relation to all units that include tutor/trainer assessed content:

- an identified individual responsible for co-ordinating internal quality assurance.
- a planned structure for internal quality assurance that incorporates all of the centre's provision.
- an agreed and published annual timetable for internal quality assurance, including internal quality assurance meetings.
- clear and documented roles and responsibilities for all those involved.
- a forum for discussion of borderline cases and good practice in assessment, where appropriate.
- sampling of assessment tasks and assessed work, where appropriate.
- standardisation of assessed work, where appropriate.
- full and clear records and action plans in relation to internal quality assurance.
- regular evaluation of internal quality assurance.

5.3 EXTERNAL QUALITY ASSURANCE

Quality and Curriculum Reviewers (QCR) are appointed by Trident Awards and are conversant with the subject area and the assessment requirements for the qualification.

The role of the QCR includes the following:

- audit of the Centre Recognition process and continued compliance.
- sampling of centres and their delivery and assessment facilities and practice.
- monitoring internal quality systems and the sampling of assessment outcomes and recording.
- ensuring that assessment processes operate satisfactorily.
- promoting best practice.

Key responsibilities of the QCR:

- ensuring compliance with the qualification specification and assessment requirements.
- ensuring approved centre procedures are followed.
- assessing the quality of the learner experience.
- scrutinising internal monitoring activity.
- reporting to Trident Awards on the outcomes of external scrutiny in relation to the operation of the marking scheme and the maintenance of standards
- verifying achievement for unit and qualification certification.

Trident Awards will monitor and report on the operation of the licence-linked examination administrative and assessment processes and marking procedures (where appropriate) through a process of verification. This will include sampling a selection of training courses leading to the qualification, to ensure that trainer authenticity, assessment and marking procedures and completion of paperwork conform to agreed standards. A report will be produced by the QCR and any discrepancies recorded and scrutinised as part of the quality review process by Trident Awards, including monitoring of centre progress against previous Action Plans.

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6. Progression Opportunities

The LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry is a pre-requisite for employment within the private security industry and enables progression to employment as a CCTV operator once an SIA licence has been issued. It may also promote employment in other sectors or offer opportunities for further training or study.

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7. Unit Content

UNIT TITLE: Principles Of Working In The Private Security Industry

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
R/617/9674	WJG932	17	2	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Know the main characteristics and purposes of the Private Security Industry.	1.1 Identify the key purposes of the private security industry. 1.2 State the aims and functions of the Security Industry Authority (SIA). 1.3 Recognise the required standards of behaviour of a security operative. 1.4 Identify the benefits of community safety initiatives. 1.5 Recognise how assignment instructions support the Security Operative role. 1.6 Recognise how each security operative role may use CCTV. 1.7 Identify the limitations of CCTV within the security operative role. 1.8 State the purpose of the Approved Contractor Scheme.
2. Understand legislation as it applies to a security operative.	2.1 Identify the differences between Civil and Criminal Law. 2.2 State the main aims of the Private Security Industry Act 2001. 2.3 Identify key legislation relating to promoting equality and diversity in the workplace. 2.4 Identify licensable roles under the Private Security Act. 2.5 Identify how data protection regulation impacts on the security operative.
3. Understand arrest procedures relevant to security operatives.	3.1 State the meaning of arrest. 3.2 Identify offences for which a security operative can make an arrest. 3.3 Identify the limitations to a security operative's powers of arrest. 3.4 State procedures to follow when making an arrest. 3.5 State why an arrest should only be made as a last resort. 3.6 State procedures following an arrest. 3.7 State what is meant by 'reasonable' and 'necessary' force.
4. Understand the importance of safe working practices.	4.1 Identify responsibilities under the Health and Safety at Work etc. Act. 4.2 Identify the risks of lone working within the private security industry. 4.3 Identify typical workplace hazards and risks. 4.4 State how to minimise risk to personal safety at work. 4.5 Identify safety signs and signals. 4.6 State procedures to be followed for recording and reporting accidents and health and safety incidents. 4.7 Identify ways to keep personal information safe.
5. Understand fire procedures in the workplace.	5.1 Identify the elements that must be present for fire to exist. 5.2 State the actions to be taken upon discovering a fire. 5.3 Identify basic fire safety controls. 5.4 Identify classifications of fire. 5.5 Identify the different types of fire-fighting equipment. 5.6 Identify the role of a fire marshal in the event of an emergency.
6. Understand emergencies and the importance of emergency procedures.	6.1 Identify the key emergency terms. 6.2 Identify different types of emergencies within the workplace. 6.3 Recognise how people react when emergencies occur. 6.4 Identify actions to be taken in an emergency situation. 6.5 Identify the role of the security operative in relation to first aid incidents. 6.6 Recognise evacuation principles.

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
7. Understand how to communicate effectively as a security operative.	7.1 Identify the different types of communication. 7.2 State the importance of effective communication. 7.3 Identify the benefits of teamwork in the private security industry. 7.4 State the principles of customer service. 7.5 Recognise diverse customer needs and expectations.
8. Understand record keeping relevant to the role of the security operative.	8.1 State the importance of accurate record keeping. 8.2 Identify the types of records that may need to be completed. 8.3 Identify what information to include in records. 8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement). 8.5 State the process of attending court to give evidence.
9. Understand terror threats and the role of the security operative in the event of a threat.	9.1 Identify the different threat levels. 9.2 Recognise the common terror attack methods. 9.3 Recognise the actions to take in the event of a terror threat. 9.4 Identify the procedures for dealing with suspicious items. 9.5 Identify behaviours that could indicate suspicious activity. 9.6 Identify how to respond to suspicious behaviour.
10. Understand how to keep vulnerable people safe.	10.1 Recognise duty of care with regard to vulnerable people. 10.2 Identify factors that could make someone vulnerable. 10.3 Identify actions that the security operative should take towards vulnerable individuals. 10.4 Identify behaviours that may be exhibited by sexual predators. 10.5 Identify indicators of abuse. 10.6 State how to deal with allegations of sexual assault. 10.7 State how to deal with anti-social behaviour.
11. Understand good practice for post incident management.	11.1 Identify sources of post incident support available. 11.2 State why accessing support following an incident is important. 11.3 State the benefits of reflecting on incident. 11.4 Identify why it is important for security operatives to contribute to improving practice.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

UNIT TITLE: Principles And Practices Of Working As A CCTV Operator In The Private Security Industry

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
J/617/9669	WJG927	13	1	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Understand the purpose of a surveillance (CCTV) systems and the roles and responsibilities of control room team and other stakeholders.	1.1 Identify the different uses of public space surveillance (CCTV) systems. 1.2 State the roles and responsibilities of each member of the control room team. 1.3 Identify the roles of other stakeholders in public space surveillance (CCTV) systems. 1.4 State how to work effectively with a range of stakeholders and other agencies.

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
2. Understand the different types of legislation and how they impact on public space surveillance (CCTV) operations.	2.1 Identify how the Data Protection Act impacts on to the role of a CCTV Operator. 2.2 Identify how the Freedom of Information Act impacts on public space surveillance (CCTV) operations. 2.3 Identify how the Protection of Freedoms Act impacts on public space surveillance (CCTV) operations. 2.4 Identify how human rights impact on public space surveillance (CCTV) operations. 2.5 Identify how the principles of covert surveillance impact on public space surveillance (CCTV) operations. 2.6 Identify how the offence of voyeurism impacts on public space surveillance (CCTV) operations. 2.7 Recognise the impact of Codes of Practice on public space surveillance (CCTV). 2.8 Identify how the use of unmanned aerial vehicles (UAV) is controlled.
3. Understand the importance of operational procedures in public space surveillance (CCTV) operations.	3.1 State why operational procedures are necessary to public space surveillance (CCTV) operations. 3.2 Identify the key elements of an operational procedures' manual. 3.3 State how the operational procedures manual impacts on public space surveillance (CCTV). 3.4 State the procedure for creating an evidential audit trail.
4. Understand how public space surveillance (CCTV) systems equipment operates.	4.1 Identify how the different components of a surveillance system operate. 4.2 Identify the purpose of functional checks on control room equipment.
5. Understand surveillance techniques.	5.1 Explain a range of surveillance techniques. 5.2 State the standards for capturing evidential images. 5.3 State actions to take when dealing with multiple incidents.
6. Understand different types of incidents and how to respond to them.	6.1 Recognise the difference between a crime and non-crime incident. 6.2 Identify the CCTV Operators response to a crime and non-crime incident.
7. Understand health and safety in the CCTV environment.	7.1 State the guidelines for CCTV operators under the display screen equipment regulations. 7.2 Identify the factors in CCTV operations which may create stress for operators and how to deal with them. 7.3 Identify specific risks and controls when working in CCTV operations.
8. Demonstrate operational use of CCTV equipment.	8.1 Demonstrate functional checks on control room equipment. 8.2 Demonstrate how to use surveillance equipment. 8.3 Demonstrate surveillance techniques. 8.4 Demonstrate effective use of communication devices. 8.5 Obtain an evidential image.
9. Produce evidential documentation.	9.1 Produce documents required for the audit trail.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

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Appendix 1: Virtual Learning

Click **here** for full details.