Unit Title:	Principles And Practices Of Working As A CCTV Operator In The Private Security Industry
Unit Level:	Level 2
Unit Credit Value:	1
GLH:	13
Trident Unit Code:	WJG927
Ofqual Unit Code:	J/617/9669

This unit has 9 learning outcomes.

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.
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.

Additional Information:
Essential resources: Relevant scenarios, CCTV equipment, recording and printing facility, evidence bag, statement template, handover log.