CCTV Operator (Public Space Surveillance)-new

Unit 1: Principles of Working in the Private Security Industry

In this unit, you will look at the key areas of understanding and knowledge that are common across the security sector, including how the security sector operates, the key legislation that applies to the industry, and how to keep yourself and others safe in the workplace. You will learn about arrest, fire and emergency procedures, and terror threats as well as effective communication, record keeping and post-incident management.

Learning outcomes, assessment criteria and indicative content

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes:

1. Know the main characteristics and purposes of the private security industry

2. Understand legislation as it applies to a sec urity operative

3 Understand arrest procedures relevant to security operatives

4. Understand the importance of safe working practices

5.Understand fire procedures in the workplace

6. Understand emergencies and the importance of emergency procedures

7. Understand how to communicate effectively as a security operative

8. Understand record keeping relevant to the role of the security operative

9. Understand terror threats and the role of the security operative in the event of a threat

10. Understand how to keep vulnerable people safe

11. Understand good practice for post-incident management

Assessment

Assessment for this unit is in two parts:

externally set and marked MCQ exam made up of 72 questions (110 minutes)- Pass mark = 70%

externally set, internally assessed activity based on the completion of an evidential statement,-Pass mark = 100%

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam

This unit is externally assessed through an onscreen or paper-based test that is set and marked by

Pearson. The test lasts for 1 hour 50 minutes and it has 72 questions, each worth one mark.

The test assesses all the learning outcomes. The questions in the test are based on each assessment criterion and its associated unit content.

The test consists of the following types of items: multiple-choice questions.
Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item. Test items may use colour images/diagrams/graphs for the context of the question or for the answer options.

A Pass grade is determined by learners achieving 70% (50/72) for the test.

Practical Assessment

Assessment criterion 8.4 will be assessed by an externally-set and internally-marked practical assessment. This assessment will be externally quality assured. There must be evidence that learners have met this criterion.

Learners are required to complete an evidential statement, based on an externally-set written scenario, and using a template provided by Pearson. The statement must be completed under the direct supervision of the tutor/assessor and learners must complete and evidence achievement individually.

Unit 2: Prin of Working as a CCTV Operator in the Private Security Industryciples and Practices

This unit covers the specialist knowledge and understanding and practical skills required to become a licensed CCTV Operator. Generic knowledge relating to the wider security industry is dealt with in Unit1: Principles of Working within 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.

This unit also covers the practical skills required to become a licensed CCTV Operator. You will learn about functional checks and about how to operate CCTV equipment in order to record images and ensure that evidential requirements are met. You will develop the skills required to deal with incidents, including giving descriptions, locating and tracking individuals and performing lost contact drills.

Learning outcomes, assessment criteria and indicative content
To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes

1. Understand the purpose of surveillance (CCTV) systems and the roles and responsibilities of the control room team and other stakeholders

2. Understand the different types of legislation and how they impact on Public Space Surveillance (CCTV) operations

3. Understand the importance of operational procedures in public space surveillance (CCTV) operations

4. Understand how public space surveillance (CCTV) systems equipment operates

5. Understand surve illance techniques

6. Understand different types of incident and how to respond to them

7. Understand health and safety in the CCTV environment

8. Demonstrate operational use of CCTV equipment

9. Produce evidential documentation

Assessment

Assessment for this unit is in two parts:

• MCQ exam made up of 40 questions (60 minutes), Pass mark = 70%

• Practical assessment consisting of:

o Workbook (12/15; Pass mark = 80%)

o practical observation

o completion of audit trail documentation.

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam

This unit is externally assessed through an onscreen or paper-based test that is set and marked by Pearson. The test lasts for 60 minutes and has 40 questions, each worth one mark. The assessment is available on demand.
The test assesses learning outcomes 1, 2, 3, 4, 6 and 7. The questions in the test are based on each assessment criterion and its associated unit content.

The test consists of the following types of item: multiple-choice questions.
Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item. Test items may use colour images/diagrams/graphs for the context of the question or for the answer options.
A pass grade is determined by learners achieving 70% (28/40) for the test.

Practical Assessment

The practical assessment for this unit is in three parts.
In Part 1 learners complete a workbook to answer six short-answer questions relating to assessment criteria 2.6, 5.1, 5.2, 5.3 and 7.3.
In Part 2 learners demonstrate their competency in the use of equipment to achieve assessment criteria 8.1-8.5.
In Part 3 learners take information provided in a scenario and produce documentation and statements to meet audit trail requirements to meet assessment criterion 9.1.

Part 1: Completion of Workbook

Learners complete a workbook under controlled conditions and answer six short-answer questions to assess their understanding of surveillance techniques, the capture of images, and actions to take when responding to incidents. The questions also assess learners' understanding the offence of voyeurism and Display Screen Equipment Regulations.

A Pass grade for the Workbook is determined by learners achieving 80% (12/15 marks).

Part 1: Practical Operation - Surveillance Exercise

Learners must demonstrate the following, based on an externally-set scenario:

1. Check that the equipment is functioning correctly.

2. Use a radio and make rough notes of the request for assistance.

3. Use the PTZ (Pan, Tilt, Zoom) to locate and track a person.

4. Use the PTZ to obtain an 'identification' image or number plate.

5. Complete a 'Lost contact' drill. This is where they lose sight of the person and have to use the system to try and locate them again.

6. Make a copy of the recording onto appropriate media.

7. Complete an exhibit label.

The assessment should be recorded and cover points 2-5 as detailed above. The candidate should introduce themselves at the start and state the date. On completion the candidate should use this video recording as part of their evidential trail, which will require them to move the images to a suitable media.

Part 2: The Audit Trail

Learners provide evidence for an audit trail based on the scenario.
The centre should use the scenarios and documentation provided by Pearson to ensure that the audit trail is clearly evidenced. The video recording obtained in Part 1, will be used in the portfolio.
It is the quality of the submitted documentation that will demonstrate competency has been achieved.
The practical assessment and portfolio completion are recommended to take approximately 25 minutes per learner.