QUALIFICATION SPECIFICATION

CCTV Operator (Public Space Surveillance) within 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 recognised 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 recognised (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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1. Qualification Overview

**OFQUAL QUALIFICATION NUMBERS**

| 601/4690/4 | LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within 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.

**ENTRY REQUIREMENTS**

Minimum age 16.

Learners must be able to communicate in English (oral and written) 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:

- a B1 level qualification on the Home Office’s list of recognised English tests and qualifications
- 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

**UNITS**

To achieve the qualification, the learner must achieve all of the following 3 units:

- Working within the Private Security Industry (K/616/0273)
- Working as a CCTV Operator within the Private Security Industry (L/616/1092)
- Practical Operation of CCTV Equipment within the Private Security Industry (A/506/7148)

**ASSESSMENT**

Assessment is by multiple choice examination, practical demonstration and oral questioning.

**DATES**

Operational Start Date: 1 January 2015
Operational End Date: 31 March 2021

**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 Working as a CCTV Operator (Public Space Surveillance) within 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 Working as a CCTV Operator (Public Space Surveillance) within 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 you undertake the licensable activities of a public space surveillance (CCTV) operator and your services are supplied for the purposes of or in connection with any contract to a consumer.

The LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification is suitable for any new entrant to the sector without a previous award/qualification conferring full or partial exemption.

Successful learners will:

- Know the main characteristics of the Private Security Industry;
- Understand legislation as it applies to the individual in carrying out a licensable activity;
- Understand the importance of safe working practices to comply with legal requirements;
- Understand fire procedures in the workplace;
- Understand emergencies and the importance of emergency procedures;
- Understand the importance of communication skills and customer care;
- Understand the roles and responsibilities of the CCTV operator and other CCTV staff;
- Understand CCTV codes of practice, operational procedures and guidelines;
- Understand relevant legislation and how it impacts on CCTV operations;
- Understand the importance of communication within CCTV operations;
- Understand emergency procedures in the CCTV control room;
- Understand the characteristics of a CCTV system;
- Understand health and safety relevant to the CCTV operator;
- Understand how to use CCTV equipment;
- Be able to operate the CCTV system.

The qualification is mapped to relevant National Occupational Standards (NOS) developed by Skills for Security.
Please note that the legal systems and laws of Scotland and Northern Ireland differ from that 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 remain responsible for operatives to familiarise themselves with the laws and legal systems relating to the area in which they will be working.

3. Offering the Qualification

3.1 REQUIREMENTS FOR CENTRES

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

- a Recognised Trident Awards or LASER Awards Centre (with all trainers and venues approved);
- approved to offer the LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification, see 3.1.1;
- 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

Most Centres will have completed the Qualification Approval Process to allow them to offer the LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification as part of their application to become a Recognised Centre. Recognised Trident Awards or LASER Centres can complete forms CR1, CR2, CR3 and CR4 at any time to seek approval to offer the LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification. A CR5 form must be completed to gain approval if any part of the qualification is being delivered as distance or flexible learning.

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

- experienced and qualified trainers 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 the English language (oral and written);
- suitable teaching and learning resources.

3.1.2 TEACHING AND LEARNING RESOURCES

The Centre should have access to an appropriate range of teaching/learning materials, including:

- operational CCTV (Public Space Surveillance) equipment, either live or simulated, which includes as a minimum at least two PTZ cameras and associated recording and monitoring equipment (see 3.1.5 below for full details);
• a course programme;
• tutor briefing notes;
• student hand-outs;
• visual aids.

Distance learning may be used to deliver the following content only:

• nine hours learning for the unit Working within the Private Security Industry (K/616/0273).

Trident Awards provides a PDF copy of the unit content for each of the units within this qualification free of charge on the secure area of its web site. This represents the basic unit content which must, as a minimum, be taught to learners, but this must be expanded upon by tutors and further/more detailed content delivered.

3.1.3 REQUIREMENTS REGARDING DELIVERY

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:

• Breaks in the delivery of the course;
• Checking ID.

Each day should not exceed eight hours of learning.

<table>
<thead>
<tr>
<th>UNIT NUMBER</th>
<th>UNIT NAME</th>
<th>MINIMUM CONTACT HOURS</th>
<th>SIA MAX PERMITTED DISTANCE LEARNING HOURS</th>
<th>SIA TOTAL LEARNING HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>K/616/0273</td>
<td>Working within the Private Security Industry</td>
<td>1</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>L/616/1092</td>
<td>Working as a CCTV Operator within the Private Security Industry</td>
<td>14</td>
<td>None</td>
<td>14</td>
</tr>
<tr>
<td>A/506/7148</td>
<td>Practical Operation of CCTV Equipment within the Private Security Industry</td>
<td>8</td>
<td>None</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>23</strong></td>
<td><strong>-</strong></td>
<td><strong>32</strong></td>
</tr>
</tbody>
</table>

It is an SIA stipulation that the 23 MCH required must be delivered over a minimum of 3 days, with a maximum of 8 hours per day.

Trident Awards recommends the SIA maximum permitted hours of distance learning plus the minimum contact hours as a suitable course length. Distance learning is a delivery option that is available to centres, it is not compulsory. If distance learning does not form a part of the course delivery Trident Awards recommends that the number of hours of delivery is equal to or greater than the SIA Total Learning Hours.

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.
### 3.1.4 STAFFING REQUIREMENTS

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

- Level 3 Preparing to Teach in the Lifelong Sector (PTLLS), Level 4 Certificate in Teaching in the Lifelong Learning Sector (CTLLS), or Level 5 Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
- Certificate in Education
- Post Graduate Certificate in Education (PGCE)
- SVQ Levels 3 and 4 in Learning and Development
- Scottish Training Qualification for Further Education (TQFE)
- Professional Graduate Diploma in Education (PGDE).

**Trainers must all:**

- 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;
- demonstrate that they are taking sufficient steps to keep their occupational expertise up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector;
- demonstrate evidence of professional development in the sector which should include the equivalent of at least thirty hours every year spent in a combination of training, increasing professional knowledge through other means, or working in the industry.

**Trainers new to the sector must:**

- have three years’ front-line operational experience in the last ten in the UK, relevant to the qualifications that 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.

### 3.1.5 TRAINING VENUES

Training must be undertaken in an environment appropriate and equipped for training and learning, compliant with current Health and Safety requirements.

The course should be conducted at a location that has dedicated training rooms, and the venue must be suitable for scenario based learning. The training rooms must be equipped with suitable visual aid equipment (ideally to be compatible with Microsoft PowerPoint software) and tables, chairs etc. Where facilities for Microsoft PowerPoint are not available, OHP slides or acetates are acceptable options, provided they are of an adequate size for visibility.
Practical skills training is an integral part of course delivery for this qualification. Learners must be given appropriate support and tuition in using CCTV equipment prior to undertaking assessment of the practical unit. Learners must have access to a CCTV (public space surveillance) control room environment. This may be provided by a simulated control room with operational CCTV (public space surveillance) equipment or by access to a live environment where there is space for training and assessment. In either case, sufficient equipment must be available that allows learners to demonstrate competence against all of the practical skills activities. This means that centres must have as a minimum at least two PTZ cameras and associated recording and monitoring equipment. Equipment must be positioned in such a way as to provide continuity when a person is being tracked/followed.

These requirements must be confirmed by completion of form CR3 by the approved Centre before training is approved. It is also the responsibility of the approved Centre to ensure that the required permission has been obtained for learners to enter an operational CCTV control room.

3.1.6 EXAMINATION VENUES

Centres must ensure that examinations take place in a suitable assessment environment.

This means that:

- invigilation can only be carried out by an individual that does not have an interest in any of the candidates undertaking the qualification. This means that a trainer may not invigilate learners taking the exam for the subject(s) which the trainer has delivered;
- any room in which an examination is held must provide learners with appropriate conditions for taking the examination. Attention should be given to conditions such as heating, lighting, ventilation and the level of outside noise;
- display material, such as posters, wall charts, information leaflets, which might be helpful to learners must not be visible in the examination room;
- a reliable clock (or other suitable time keeping device, for example, time displayed via a computer screen) must be visible to each learner in the examination room. The clock/display must be large enough for all learners to read clearly;
- the following items must be on display in the examination room:
  - a poster advising learners that all electronic devices must be switched off and placed at the front (or back) of the room;
  - a poster advising learners that all electronic devices must be switched off;
  - examination notice for learners;
  - centre appeals procedure;
  - emergency/evacuation procedures.
- there must be a sign, clearly visible to others in the building, that an examination is taking place;
- information must be visible to all learners showing the Centre number, Run ID and the start and finish times of the examination;
- seating arrangements must prevent learners from overlooking the work of others to prevent cheating or collusion. In particular, the minimum distance in all directions from centre to centre of learners’ chairs must be 1.25 metres;
- all learners must be seated facing the same direction;
• for written examinations, each learner should have a separate desk or table large enough to hold question papers and examination response sheets. Candidates who are not seated at individual desks must be far enough apart (minimum 1.25 metres) so that their work cannot be seen by, and contact cannot be made with, other learners;

• for computer-based examinations, the room layout must be planned to prevent screens being read by other learners; there must be at least 1.5 metres from the centre of each screen to the centre of the next screen; the clock must be displayed on every computer screen in use; a trained administrator must be available during the examination to deal with any technical queries that may arise;

• there must be space for the invigilator to sit.

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.

Trident Awards reserves the right to make spot checks (otherwise known as ‘unannounced visits’) on examination days.

Only approved rooms can be used, and Trident Awards must be made aware of the exact venue, including room number, in advance. Substitutes may not be used, unless there has been an emergency, such as a fire, in which case Trident Awards must be informed immediately, and before the examination begins.

3.1.7 RECORD KEEPING

Centres must have robust systems in place for the recording of learner training, examinations and achievements. This includes the retention of learner photographs and signatures, for a period of three years, in case of enquiry relating to learner identity.

3.2 ENTRY REQUIREMENTS FOR LEARNERS

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

No specific prior learning, experience and/or qualifications are required for learners undertaking the LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification.

However, learners will need to:

• be able to communicate in English (oral and written). Learners should as a minimum have English language skills equivalent to:
  - a B1 level qualification on the Home Office’s list of recognised English tests and qualifications
  - 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 if required to;
  • organise relevant information clearly and coherently if required to;
  • make decisions based on underpinning knowledge.

Trident Awards’ approval and quality assurance arrangements for Centres delivering the qualification establish that learners have access to appropriate literacy and/or numeracy support where this is identified as an individual skill’s need, ensuring that the knowledge and skills requirement for the qualification can be met.

**3.3 RULES OF COMBINATION**

To be awarded the LASER Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry qualification the learner must achieve all of the following three units, totalling four credits:

<table>
<thead>
<tr>
<th>UNIT NUMBER</th>
<th>UNIT NAME</th>
<th>LEVEL</th>
<th>CREDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>K/616/0273</td>
<td>Working within the Private Security Industry</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>L/616/1092</td>
<td>Working as a CCTV Operator within the Private Security Industry</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>A/506/7148</td>
<td>Practical Operation of CCTV Equipment within the Private Security Industry</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

(Unit content is located at the end of this document.)

**3.4 EXEMPTIONS**

Learners may be able to claim exemption against unit achievement, subject to meeting the requirements stipulated in the exemption policy published on the SIA website. Full details can be obtained at [SIA Website](#).

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4. Assessment

4.1 ASSESSMENT METHODS

This qualification is partly assessed through multiple choice tests, and partly through practical demonstration.

The following units are assessed through externally set, externally marked multiple choice examination papers:

- Working within the Private Security Industry;
- Working as a CCTV Operator within the Private Security Industry.

The following unit is partly assessed by oral questioning using externally set, internally marked questions, and partly assessed by observation of practical demonstration:

- Practical Operation of CCTV Equipment within the Private Security Industry.

The following table summarises the assessment methodology for each unit.

<table>
<thead>
<tr>
<th>UNIT</th>
<th>ASSESSMENT METHOD</th>
<th>DURATION</th>
<th>ACHIEVEMENT REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working within the Private Security Industry (K/616/0273)</td>
<td>Externally marked multiple choice examinations. 40 questions.</td>
<td>60 minutes</td>
<td>70%*</td>
</tr>
<tr>
<td>Working as a CCTV Operator within the Private Security Industry (L/616/1092)</td>
<td>Externally marked multiple choice examinations. 40 questions.</td>
<td>60 minutes</td>
<td>70%*</td>
</tr>
<tr>
<td>Practical Operation of CCTV Equipment within the Private Security Industry (A/506/7148)</td>
<td>Observation of practical demonstration and oral questioning.</td>
<td>N/A</td>
<td>Learners must achieve all learning outcomes</td>
</tr>
</tbody>
</table>

*Achievement of each unit is subject to learners attaining the required pass mark, plus a minimum of one question answered correctly in each learning outcome.

Assessments are externally set by Trident Awards, against the requirements detailed in the assessment criteria for each unit.

Assessment 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 ‘Introduction to Learning Leading Towards Licence-Linked Qualifications’ and Trident Awards assessment requirements (further information can be found on the secure section of the Trident Awards website: [www.trident-awards.org.uk](http://www.trident-awards.org.uk)). In addition, assessment of the Practical Operation of CCTV Equipment unit must take place in a venue approved in advance via a CR3 form.

Completed assessments (with the exception of assessments for the Practical Operation of CCTV Equipment unit) are submitted by the Centre for external marking by Trident Awards. Assessment records for the
Practical Operation of CCTV Equipment unit 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 Recognised Centre.

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4.2 EXAMINATION INVIGILATION

Please see also the Trident Awards Examination Handbook (available from the secure section of the Trident Awards website, [www.trident-awards.org.uk](http://www.trident-awards.org.uk)). The requirements within this section 4.2 apply to the following units within this qualification:

<table>
<thead>
<tr>
<th>UNIT NUMBER</th>
<th>UNIT NAME</th>
<th>LEVEL</th>
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</tr>
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<tbody>
<tr>
<td>K/616/0273</td>
<td>Working within the Private Security Industry</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>L/616/1092</td>
<td>Working as a CCTV Operator within the Private Security Industry</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Please see section 4.3 below for requirements relating to the Practical Operation of CCTV Equipment within the Private Security Industry unit.

Who Can Invigilate

Recognised 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.

It is the responsibility of the Centre to:

• ensure that invigilators have read the Trident Awards Centre Handbook and Examination Handbook.
• appoint examination invigilators, who must make sure that the examination is conducted according to regulatory requirements;
• make sure that all invigilators are responsible adults, appropriately trained in their duties.

At least one invigilator must be present for groups of up to 30 candidates. When only one invigilator is present, they must be able to summon help easily, without leaving the examination room and without disturbing learners.

Role of Invigilators

The examination invigilator is the person in the examination room with responsibility for conducting a particular examination session in the presence of learners. Invigilators have a key role in upholding the integrity of the examination process.

The role of the invigilator is to ensure that examinations are conducted in accordance with laid down instructions, in order to:
• ensure that all learners have an equal opportunity to demonstrate their abilities;
• ensure the security of the examination question papers and completed response sheets, before, during and after the examination;
• prevent possible learner malpractice;
• prevent possible administrative failings;
• ensure that the SIA identity requirements are adhered to.

Invigilators must:
• read the Trident Awards Centre Handbook and Examination Handbook prior to invigilating;
• be appropriately trained in their duties;
• give all their attention to conducting the examination properly;
• be able to observe each learner in the examination room at all times;
• be fully conversant with the SIA requirements for confirming learner identity;
• inform the head of the Centre if they are suspicious about the security of examination questions papers, completed response sheets, or any other issue that threatens the integrity of the examination process. In such cases, the head of the Centre must inform Trident Awards immediately, and send a full written report within five working days of the suspicion arising.

Invigilators must not:
• carry out any other task whilst invigilating (for example do other work, or use an electronic device) in the examination room.

Examination Management
The Examination Handbook (available from the secure section of the Trident Awards website, www.trident-awards.org.uk) provides detailed guidance for Centres on the following areas of examination management:
• keeping examination papers secure;
• 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 and checking identities;
• malpractice;
• emergencies.
4.3 ASSESSMENT REQUIREMENTS FOR THE PRACTICAL OPERATION OF CCTV EQUIPMENT WITHIN THE PRIVATE SECURITY INDUSTRY UNIT

The Practical Operation of CCTV Equipment unit is assessed partly by observation of practical demonstration and partly by using externally set, internally marked oral questions.

Every venue used to deliver and assess this unit must be approved by Trident Awards. See Sections 3.1.5 and 3.1.6 above.

Appropriate assessment records must be retained by the Centre for a period of three years and made available for external quality review.

Who Can Assess the Practical Skills?

It is acceptable for learners to be assessed by the person that has delivered the training, providing this trainer has been approved by Trident Awards to deliver the Practical Operation of CCTV Equipment within the Private Security Industry unit.

Timing of the Practical Assessment:

There is no fixed time limit for the practical assessment and oral questioning.

Preparation for the Practical Assessment:

Prior to the practical assessment, learners must be given sufficient training in the use of CCTV equipment. It is essential that assessors are familiar with the control room and the equipment, particularly the location of cameras. It is good practice for the assessor to prepare a variety of scenarios to be used, allowing sufficient time to brief participants (who must NOT be learners awaiting assessment) on their involvement. Scenarios must provide an opportunity for learners being assessed to demonstrate their level of skills and abilities in relation to ALL of the skills activities.

Prior to the start of the assessment learners should be briefed and advised of the requirements of the practical skills assessment and oral questions (assessors may, if they wish, provide learners with a copy of the Assessment Record Sheet). The assessor should clearly explain to the learner that all the practical skills must be demonstrated to the required standard, and all oral questions answered to the required standard.

Results for the Practical Assessment:

The assessor will be required to use their professional judgement in deciding whether each of the practical skills in sections A to E have been demonstrated to the required standard, and each of the oral questions answered to the required standard (which the assessor must record on the Assessment Record Sheet), and should refer to the assessment criteria detailed on the Assessment Record Sheet.

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, and that oral questions have been answered correctly and appropriately.

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 mark either that the criteria has been met, or not met, in the box beside each skill on the Assessment Record Sheet.

Feedback:
At the completion of the assessment of this unit, the assessor must inform the learner of the result of the assessment. Both the assessor and the learner must sign the Assessment Record Sheet. This should be done after the assessor developmental feedback section has been completed by the assessor, and the learner has had the opportunity to read the assessor’s comments and add their own comments if required.

4.4 SPECIAL ARRANGEMENTS FOR LEARNERS WITH PARTICULAR REQUIREMENTS

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

5. Quality Assurance

All Centres wishing to deliver the 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, where appropriate;
- external quality review and assurance.

5.1 AUDIT OF CENTRE RECOGNITION

The Trident Awards Quality Reviewer will review the Centre against the conditions for recognition and will sample a range of Recognised Centres to ensure continuing compliance with the regulatory requirements for the delivery and assessment of the qualification.

5.2 INTERNAL QUALITY ASSURANCE

Each Centre must have in place an effective internal quality assurance 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 Quality Reviewer.
Internal quality assurance arrangements must include as a minimum all of the following in relation to the assessment of the Practical Operation of CCTV Equipment within the Private Security Industry unit:

- 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 Reviewers are appointed by Trident Awards and are conversant with the subject area and the assessment requirements for the qualification.

The role of the Quality Reviewer includes the following:

- audit of the Centre Recognition process;
- 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 Quality Reviewer:

- ensuring compliance with the qualification specification and assessment requirements;
- ensuring recognised 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 Quality Reviewer and any discrepancies recorded and scrutinised as part of the quality review process by Trident Awards.

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6. Progression Opportunities

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

UNIT TITLE: Working within the Private Security Industry

<table>
<thead>
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6 LEARNING OUTCOMES
THE LEARNER WILL...

1. Know the main characteristics of the Private Security Industry.
   1.1 Identify the key purposes of the private security industry.
   1.2 State the functions of the Security Industry Authority (SIA).
   1.3 Identify standards of behaviour required of a security operative.
   1.4 Identify different sectors within the private security industry.
   1.5 Identify the benefits of linking with crime reduction initiatives.

2. Understand legislation as it applies to the individual in carrying out a licensable activity.
   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.

3. Understand the importance of safe working practices to comply with legal requirements.
   3.1 State the importance of health and safety in the work environment.
   3.2 State the meaning of 'duty of care'.
   3.3 Identify the responsibilities of employees, employers and the self-employed under Health and Safety at work legislation.
   3.4 Identify methods for safe manual handling.
   3.5 Recognise 'risks' in relation to Health and Safety at work.
   3.6 State how to minimise risk to personal safety and security.
   3.7 Identify typical workplace hazards.
   3.8 Identify safety signs and signals.
   3.9 State reporting procedures for Health and Safety accidents and incidents.
   3.10 Identify who to contact in first aid situations.

4. Understand fire procedures in the workplace.
   4.1 Identify basic fire safety measures.
   4.2 Identify the elements that must be present for fire to exist.
   4.3 Identify classifications of fire.
   4.4 Identify basic fire fighting equipment.
   4.5 State the different types of fire extinguishers and their uses.
   4.6 State the actions to be taken upon discovering a fire.
   4.7 State the importance of understanding fire control panels.
   4.8 State the importance of understanding fire evacuation procedures.
   4.9 Identify the role and responsibilities of a fire marshal.

5. Understand emergencies and the importance of emergency procedures
   5.1 Identify responses to different types of emergencies
   5.2 State how to make emergency calls.
   5.3 Identify actions to be taken in the event of personal injury.
   5.4 Identify factors which may indicate individuals could be vulnerable and at risk of harm.
   5.5 State actions to take when individuals have been identified as vulnerable and at risk of harm.
   5.6 Identify how to report indicators of child sexual exploitation.
   5.7 Identify behaviours that could indicate suspicious or terrorist activity.
   5.8 Identify actions to be taken in the event of a security threat.
   5.9 State the importance of a business continuity plan.
6. Understand the importance of communication skills and customer care.

   6.1 State the basic elements of communication.
   6.2 Identify the different types of communication.
   6.3 State the importance of communication in delivering customer care.
   6.4 Identify different types of customers and how their needs can vary.
   6.5 State the principles of customer care.
   6.6 Identify best practice in relation to telephone communications.
   6.7 Identify best practice in relation to radio communications.
   6.8 Recognise the call signs of the NATO phonetic alphabet.

**ASSESSMENT GUIDANCE:**

This unit must be assessed according to the SIA’s Introduction to Learning Leading Towards Licence-linked Qualifications.

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| 4. Understand the importance of communication within CCTV operations. | 4.1 State how CCTV operators interact with third parties during an incident.  
4.2 Identify ways in which the CCTV operator can assist statutory enforcement agencies.  
4.3 Identify actions to take on receiving a request for assistance from the police and other partners.  
4.4 State the importance of team working.  
4.5 Identify the importance of dedicated communication links with third parties.  
4.6 State the importance of accurate and timely communication up and down the reporting chain. |
|---|---|
| 5. Understand emergency procedures in the CCTV control room. | 5.1 State the actions to take when an evacuation of the control room is ordered.  
5.2 State the procedures to follow on re-occupying the CCTV control room after an evacuation.  
5.3 State how to carry out a search of the CCTV control room for a suspicious object.  
5.4 Identify actions to take if a suspicious object is found in the CCTV control room.  
5.5 State the actions to be taken in the event of a systems failure. |
| 6. Understand the characteristics of a CCTV system. | 6.1 State the purposes of a CCTV system.  
6.2 Identify the main components of the CCTV system.  
6.3 Identify the main types of CCTV cameras.  
6.4 Identify current and emerging CCTV technologies. |
| 7. Understand health and safety relevant to the CCTV operator. | 7.1 State procedures for lone working.  
7.2 State the guidelines for CCTV operators under the Display Screen Regulations.  
7.3 Identify the reasons for operator check call systems.  
7.4 State the key indicators of stress and how these can be managed.  
7.5 State the purpose of a risk assessment. |

## UNIT TITLE: Practical Operation of CCTV Equipment within the Private Security Industry

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### 2 LEARNING OUTCOMES

**THE LEARNER WILL...**

**THE LEARNER CAN...**

| 1. Understand how to use CCTV equipment. | 1.1 Explain the actions to be carried out when suspected criminal activity is detected by a CCTV operator.  
1.2 Explain how to work with the control room team to deal with multiple incidents.  
1.3 Identify body language and behaviours that could indicate unusual or suspicious activity. |
| 2. Be able to operate the CCTV system. | 2.1 Carry out functional checks of the CCTV system.  
2.2 Carry out equipment fault reporting procedures.  
2.3 Use keypads and joysticks to operate cameras, monitors and associated equipment.  
2.4 Give clear and accurate descriptions of people, vehicles and events.  
2.5 Detect and track/follow a suspect on foot or in a vehicle.  
2.6 Use cameras to view a suspect entering or leaving an area.  
2.7 Carry out a lost contact drill.  
2.8 Use cameras to search the outside of buildings, streets and open spaces for suspicious items.  
2.9 Produce images for evidential purposes.  
2.10 Record images onto storage media in an evidentially sound manner.  
2.11 Overcome problems caused by weather, lighting and poor positioning when using CCTV equipment.  
2.12 Complete documentation ensuring audit trail is sound. |

### ASSESSMENT GUIDANCE:

These units are to be assessed according to the SIA's Introduction to Learning Leading Towards Licence linked Qualifications - Requirements for Awarding Bodies and Training Providers.

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