



## **Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry**

### **What is it?**

Anyone wanting to work as a CCTV operator for public space surveillance in the UK, needs a licence to practise issued by the Security Industry Authority (SIA) and one of the things you need to apply for a licence is to have passed a recognised qualification. The Level 2 Award in CCTV Operations. (Public Space Surveillance) within the Private Security Industry is a nationally recognised qualification designed for those who wish to work in the industry. Endorsed by the SIA and regulated by Ofqual, the qualification is awarded to learners who successfully complete three units. This qualification, which is worth 4 credits at Level 2, follows the SIA's new specification and the unit structure reduces overlap between subject areas making it easier for learners to gain qualifications for additional sectors (Door Supervisor, Security Officer, etc) as they will only need to sit the additional units.

### **What subjects are covered in the Syllabus?**

#### **Working within the Private Security Industry**

- Awareness of the Law in the Private Security Industry
- Health and Safety for the Private Security Operative
- Fire Safety Awareness
- Emergency Procedures
- The Private Security Industry
- Communication Skills and Customer Care

If you have completed Working within the Private Security Industry since January 2015 through Door Supervisor or Security Officer training, you must bring your original certificate with you. A copy of this will then be forwarded to the BIIAB together with an exemption certificate. Your results will not be uploaded to the SIA until this has been completed.

#### **Working as a CCTV Operator within the Private Security Industry**

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### **Practical Operation of CCTV Equipment**

- Introduction to the Roles and Responsibilities of the CCTV Operator and other CCTV Staff
- Codes of Practice, Operational Procedures and Guidelines
- CCTV Equipment and its Operation
- Control Room Communications and Access Control
- Legislation
- Dealing with Incidents
- CCTV Surveillance Techniques
- Emergency Procedures in the CCTV Control Room
- Health and Safety at Work in the CCTV Environment

### **What Support Material is Available?**

On confirmation of your booking you will sent the course workbook. This covers the knowledge required as a minimum standard for entry to the industry, as agreed by the members of the national steering and executive committees. It provides door supervisors with a clear reference as to their duties and responsibilities.

You will also be sent a study plan for the first module, Working within the Private Security Industry (the yellow section of the workbook). This is a home study unit which must be completed before attending on day one of the course.

### **How is it Assessed?**

**Working within the Private Security Industry** – This unit is assessed by a multiple choice examination consisting of 40 questions.

**Pass rate 70%** (28 correct answers)

**Working as a CCTV Operator within the Private Security Industry** - This unit is assessed by a multiple choice examination consisting of 40 questions.

**Pass rate 70%** (28 correct answers)

**Practical Operation of CCTV Equipment within the Private Security Industry** - This unit is assessed by practical assessment throughout the training.

The answers to all questions can be found inside the course handbook. All examination papers are produced from a central question bank. They are independently marked by awarding bodies.



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Please allow enough time to register prior to the start of the course. Latecomers may not be permitted on the course. It is **absolutely vital** that you bring the following items with you to the course:

- **Proof of Identification (see attached sheet for acceptable ID)**
- **1 colour passport sized photo**
- **HB Pencil**
- **Rubber**

**Please be aware; you will not be permitted to attend the course or sit the examinations without the correct proof of identity and passport photo.**

A list of acceptable proof of identity as specified by the Security Industry Authority (SIA) is attached

### **What does a candidate receive on Successful Assessment?**

Successful candidates will receive a certificate, which incorporates an individual number. The issue of each individually numbered certificate is recorded on a central database registering the name of the recipient, date of birth, and place and location of examination.

On successful completion of the course you will then be able to apply for your SIA Licence. This must be done via the SIA website by creating a username and password. A guidance sheet will be sent to you when you are notified of your exam results.

For more information about SIA licensing contact the SIA at

[www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)

Security Industry Authority, PO Box 49768, London WC1V 6WY

### **Grievance and Appeals**

Whilst we endeavour to provide the highest standards for conducting examinations, in the event of a grievance there is a 2 stage procedure in conjunction with the relevant awarding body, which will ensure that the grievance is dealt with quickly and fairly. Copies of procedure are available on request. **(01227 768822)**

### **Equal Opportunities**

Mission Training and Consultancy Ltd is committed to equality of opportunity and has an Equal Opportunities Policy, copies of which are available on request. **(01227 768822)**



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