

Learning outcomes	Assessment criteria	Indicative content
1	1.1 Identify the different uses of public space surveillance (CCTV) systems	<ul style="list-style-type: none"> • Assisting in the prevention, detection and reduction of crime, disorder and antisocial behaviour. • Assisting in promotion of community/public safety. • Monitoring traffic flow and assisting in traffic management issues. • Assisting in civil emergencies and counter terrorism. • Assisting in the prosecution of offenders.
	1.2 State the roles and responsibilities of each member of the control room team.	<ul style="list-style-type: none"> • Roles include: <ul style="list-style-type: none"> ○ team worker: operator, supervisor, manager, systems manager, technical support staff; responsibilities of each; include observing, recording, reporting. • Other responsibilities include: <ul style="list-style-type: none"> ○ following Home Office guidance ○ knowing the difference between private and public areas ○ privacy blanking ○ knowing what can/cannot be recorded.
	1.3 Identify the roles of other stakeholders in public space surveillance (CCTV) systems	<ul style="list-style-type: none"> • Other stakeholders: <ul style="list-style-type: none"> ○ police, customs, health and safety, ambulance, fire and other members of the team during CCTV operations. • Communication in response to CCTV operations.

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	1.4 State how to work effectively with a range of stakeholders and other agencies	<ul style="list-style-type: none"> • Working effectively can include: <ul style="list-style-type: none"> ○ pass and receive information from other stakeholders: police, other members of the CCTV team and other emergency services during CCTV operations ○ dealing with a multi-incident and multiagency operation. • Third parties to include: <ul style="list-style-type: none"> ○ emergency services ○ statutory agencies ○ media. • Types of assistance: <ul style="list-style-type: none"> ○ providing intelligence and information ○ tracking, searching and securing areas ○ crowd control/evacuation ○ recording evidence. • Utilising: <ul style="list-style-type: none"> ○ radio, phone, personnel ○ dedicated person in room/dedicated telephone line.

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2	2.1 Identify how the Data Protection Act impacts on to the role of a CCTV Operator	<ul style="list-style-type: none"> • The meaning of “confidentiality” as it applies to the role of a CCTV operator: <ul style="list-style-type: none"> ○ compliance with six principles of the Data Protection Act ○ not disclosing information to any unauthorised persons relating to all operational aspects of the system and data security ○ no unauthorised recording, e.g. using mobile phones or similar devices ○ no unauthorised copying of footage ○ body worn cameras ○ UAVs – Drones. • Repercussions of breaches, e.g.: <ul style="list-style-type: none"> ○ dismissed, fines and potential prosecution.
	2.2 Identify how the Freedom of Information Act impacts on public space surveillance (CCTV) operations	<ul style="list-style-type: none"> • Who it applies to: <ul style="list-style-type: none"> ○ local councils and other public bodies only ○ who can request information under the Act ○ who and what type of information, only data held on individuals (subject access) ○ exemptions national security.

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		2.3	Identify how the Protection of Freedoms Act impacts on public space surveillance (CCTV) operations	<ul style="list-style-type: none"> • The role of the Surveillance Camera Commissioner: <ul style="list-style-type: none"> ○ to promote the Surveillance Camera Code of Practice and review its operation and impact.
		2.4	Identify how human rights impact on public space surveillance (CCTV) operations	<ul style="list-style-type: none"> • The articles of the Human Rights Act, that impact on role. <ul style="list-style-type: none"> ○ main articles: <ul style="list-style-type: none"> – article 6: right to a fair trial – article 8: right to privacy and family life – article 14: prohibition of discrimination – articles are: Absolute, limited and qualified. • Impact on CCTV operations such as necessity, proportionate, legal and non-discriminatory.

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		2.5	Identify how the principles of covert surveillance impact on public space surveillance (CCTV) operations	<ul style="list-style-type: none"> • Purpose of RIPA (Regulation of Investigatory Powers Act): <ul style="list-style-type: none"> ○ authorisation of covert/ directed surveillance. • Circumstance for authorisation: <ul style="list-style-type: none"> ○ who can authorise, e.g. police. • Definition of surveillance (difference between Directed and Intrusive Surveillance): <ul style="list-style-type: none"> ○ Directed: directed surveillance is covert surveillance that is not intrusive and is carried out in relation to a specific investigation or operation ○ Intrusive: intrusive surveillance is covert surveillance that is carried out in relation to anything taking place on residential premises or in any private vehicle (and that involves the presence of an individual on the premises or in the vehicle or is carried out by a means of a surveillance device).
		2.6	Identify how the offence of voyeurism impacts on public space surveillance (CCTV) Operations	<ul style="list-style-type: none"> • Safeguarding requirements: <ul style="list-style-type: none"> ○ safeguarding children and young people, and others including voyeurism, limits what can view and record ○ what considerations to take before viewing CCTV material ○ voyeurism falls under the Sexual Offences Act 2003.

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		2.7 Recognise the impact of Codes of Practice on public space surveillance (CCTV)	<ul style="list-style-type: none"> • Information contained in the Information Commissioner’s CCTV Code of Practice: <ul style="list-style-type: none"> ○ is a public document that governs how processes and procedures for CCTV operators are developed ○ ensures evidence admissible in court ○ increases protection and confidence of the public ○ ensures compliance with legislation ○ raise standards ○ improve efficiency. • Surveillance Camera Code of Practice: <ul style="list-style-type: none"> ○ the 12 guidance principles and how each principle affects the operator’s actions and the procedures they must follow ○ SIA Standards of Behaviour ○ company procedures, manuals and assignment instructions; industry standards.
		2.8 Identify how the use of unmanned aerial vehicles (UAV) is controlled	<ul style="list-style-type: none"> • Role of the CAA (Civil Aviation Authority) and the Air Navigation Order is to: <ul style="list-style-type: none"> ○ monitor the use of UAV within restricted airspace (airports). • The CCTV operative needs to be: <ul style="list-style-type: none"> ○ aware of the reporting process and ○ communicate sightings to the appropriate services.

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3		3.1 State why operational procedures are necessary to public space surveillance (CCTV) operations	<ul style="list-style-type: none"> • Value of codes, procedures and guidelines: <ul style="list-style-type: none"> ○ public: reassurance, protects; partners: improving efficiency, clear working relationships ○ ensuring integrity of system and personnel that run the system ○ reassuring the public. • Definition of operational procedures: <ul style="list-style-type: none"> ○ establish best practice compliance with legislation ○ compliance with legislation ○ protection of public ○ protect the CCTV system and staff from complaints and allegations of malpractice and expectations under the Data Protection Act.

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	3.2 Identify the key elements of an operational procedure manual	<ul style="list-style-type: none"> • Information found in CCTV operational procedures manual can include the following: <ul style="list-style-type: none"> ○ access control to control room ○ emergency procedures ○ health and safety ○ proactive use of CCTV ○ duties and shift patterns ○ image management ○ communications and radios ○ legal guidance ○ key handling ○ fault reporting methods ○ system failure and actions ○ system maintenance ○ essential/useful contact numbers ○ releasing recorded information.

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		3.3 State how the operational procedures manual impacts on public space surveillance (CCTV)	<ul style="list-style-type: none"> • System must be: <ul style="list-style-type: none"> ○ operated, controlled, maintained within a control room to a set procedure ○ enables standardisation and consistency for all operatives to work in the same manner ○ establishes the boundaries of the procedures.
		3.4 State the procedure for creating an evidential audit trail	<ul style="list-style-type: none"> • Importance of accurate and detailed note taking and record keeping: <ul style="list-style-type: none"> ○ admissible in court, audit trail ○ guidelines for writing notes and records ○ consequences of incorrect record keeping. • Ensure rough notes also kept as can be used as evidence: <ul style="list-style-type: none"> ○ master, copy, bag & tag.

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4	4.1 Identify how the different components of a surveillance system operate	<ul style="list-style-type: none"> • Main components of a surveillance system are: <ul style="list-style-type: none"> ○ cameras, lenses, operator control ○ keyboard/ touch screen ○ display screens ○ transmission system ○ video management system (VMS) recording systems. • Emerging technologies are: <ul style="list-style-type: none"> ○ AI (Artificial Intelligence) ○ AFR (Automatic Facial Recognition) ○ ANPR (Automatic Number Plate Recognition) ○ biometrics, BWC (Body Worn Cameras) ○ UAV (Drone).
	4.2 Identify the purpose of functional checks on control room equipment	<ul style="list-style-type: none"> • Ensure all equipment is operational and in full working order: <ul style="list-style-type: none"> ○ minimises system failures. • Equipment to be checked: <ul style="list-style-type: none"> ○ cameras ○ control equipment (keyboards/joystick) ○ monitors ○ recording equipment and computers ○ log faulty equipment in accordance with operational procedures.

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5	5.1 Explain a range of surveillance techniques	<ul style="list-style-type: none"> • Surveillance techniques include: <ul style="list-style-type: none"> ○ pattern recognition ○ activity profiling ○ proactive and reactive surveillance techniques ○ planning surveillance ○ hotspots (high risk areas) ○ human behaviours: <ul style="list-style-type: none"> - suspicious activity - body language. ○ situational awareness ○ incidents and occurrence ○ lost contact drills.
	5.2 State the standards for capturing evidential images	<ul style="list-style-type: none"> • Images: <ul style="list-style-type: none"> ○ dimensions for evidential purposes ○ quality/size that could be used: <ul style="list-style-type: none"> - identification 100% - recognition 50% - observation 25% - detection 10% - vehicles 50%.

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		<ul style="list-style-type: none"> • Quality and frame rate can affect evidential image through high compression levels, low quality and frame rate. • System performance in adverse conditions: <ul style="list-style-type: none"> ○ fog/mist ○ snow ○ obstructions (foliage, signs) ○ low light.
	5.3 State actions to take when dealing with multiple incidents	<ul style="list-style-type: none"> • Work as a team. • Prioritising of incidents. • Maximise use of available equipment. • Communication with team and statutory enforcement agencies (includes notifying if applicable). • Completing relevant documentation. • Post-incident actions.

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6	6.1 Recognise the difference between a crime and non-crime incident	<ul style="list-style-type: none"> • Non-criminal: <ul style="list-style-type: none"> ○ crowd control ○ evacuation ○ missing person ○ accident ○ fire, traffic ○ flood ○ safety issues. • Criminal: <ul style="list-style-type: none"> ○ theft ○ robbery ○ burglary ○ assault ○ criminal damage ○ drug related.

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		6.2 Identify the CCTV operator's response to a crime and non-crime incident	<ul style="list-style-type: none"> • Actions to be taken when dealing with multiple incidents to a crime and non-crime incident: <ul style="list-style-type: none"> ○ communication with police, emergency services, supervisors, Health & Safety executive and Local Authority. • Graded response: <ul style="list-style-type: none"> ○ immediate – risk to life ○ routine – may need action deferred – no immediate action required. • Maintain a record of all incidents in the appropriate incident log.

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7	7.1	State the guidelines for CCTV operators under the display screen equipment regulations	<ul style="list-style-type: none"> • Health and Safety (Display Screen Equipment) Regulations 1992: <ul style="list-style-type: none"> ○ carry out risk assessment of workstation ○ regular breaks ○ eyesight test.
	7.2	Identify the factors in CCTV operations which may create stress for operators and how to deal with them	<ul style="list-style-type: none"> • Different causes: <ul style="list-style-type: none"> ○ work-related ○ non-work related. • Key indicators: <ul style="list-style-type: none"> ○ physical – aches and pains etc. ○ behavioural – mood swings etc. ○ emotional – worrying, anxiety etc. ○ alleviating stress ○ stress management.

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		7.3	Identify specific risks and controls when working in CCTV operations	<ul style="list-style-type: none"> • Specific risks; inside and outside the control room, can include: <ul style="list-style-type: none"> ○ fire ○ bomb threats/IED (Improvised Explosive Device) ○ trip/slip hazards ○ electrical hazards. • Purpose or risk assessments to include: <ul style="list-style-type: none"> ○ identifying and determining risk ○ minimising risk to reduce and prevent accident ○ responsibility of complying with health and safety regulations.

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8	8.1 Demonstrate functional checks on control room equipment	<ul style="list-style-type: none"> • Functional checks on CCTV control room equipment: <ul style="list-style-type: none"> ○ cameras ○ control equipment (keyboard/joystick) ○ monitors ○ recording equipment ○ computer ○ workstation. • Produce a completed fault log, (include in folder). • Communicate using a range of devices.
	8.2 Demonstrate how to use surveillance equipment	<ul style="list-style-type: none"> • Use CCTV control room equipment including the use of: <ul style="list-style-type: none"> ○ controllers ○ recording devices ○ monitors ○ Video Management Systems (VMS) ○ use of Pan, Tilt, Zoom (PTZ) ○ BWC (Body Worn Camera) as applicable ○ UAV (Drone) as applicable ○ overcome problems caused by weather.

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		8.3 Demonstrate surveillance techniques	<ul style="list-style-type: none"> • Prioritise during multiple incidents. • Detect and track/follow suspect on foot or in a vehicle: <ul style="list-style-type: none"> ○ locate, track ○ secure evidence and images ○ use of Pan, Tilt, Zoom (PTZ). • Lost contract drill and searching: <ul style="list-style-type: none"> ○ last location check ○ use of multiple cameras ○ methodical and systematic searching ○ use of Pan, Tilt, Zoom (PTZ) to conduct zoom in/out 360 degree checks.
		8.4 Demonstrate effective use of communication devices	<ul style="list-style-type: none"> • Use different communication methods to pass and receive information. • Give clear and accurate descriptions of people, vehicles and events: <ul style="list-style-type: none"> ○ suspicious activity ○ description of individual persons ○ a group ○ a vehicle ○ an incident ○ provide location and directions.

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				<ul style="list-style-type: none"> • Individual: <ul style="list-style-type: none"> ○ gender ○ age ○ build/weight ○ height ○ clothing ○ distinguishing features ○ ethnicity, hair etc. • Vehicle: <ul style="list-style-type: none"> ○ car colour ○ registration ○ make/type (as a minimum). • Type of incident: <ul style="list-style-type: none"> ○ location ○ who /what is involved ○ describe event as unfolds ○ complete relevant documentation.

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		8.5	Obtain an evidential image	<ul style="list-style-type: none"> • Produce images of quality/size that could be used as evidence: <ul style="list-style-type: none"> ○ Identification 100% ○ Recognition 50% ○ Observation 25% ○ Detection 10% ○ Vehicles 50%.
9		9.1	Produce documents required for the audit trail	<ul style="list-style-type: none"> • Copy of rough notes taken during the incident. • Incident report. • Copy of recorded images (practical assessment). • Print log. • Evidence labels. • Evidence review log. • Evidence handover document. • Fault log (as 8.1). • Statement detailing actions.

