

Public Space Surveillance (CCTV) licensing

Structure (Credit, Rules of Combination, Guided Learning Hours)

Learners must complete all three mandatory units totalling 4 credits in order to achieve the qualification.

Unit	Level	Credit	Guided Learning Hours	Mandatory Contact Hours (direct tutor contact)
Working within the Private Security Industry	2	1	10	1
Working as a CCTV Operator within the Private Security Industry	2	2	14	14
Practical Operation of CCTV Equipment within the Private Security Industry	2	1	8	8
Total		4 credits	32 hours	23 hours= min 3 days

Unit 2: Working as a CCTV Operator within the Private Security Industry

Guided Learning 1
Unit Level: 2
Unit Credit: 2

Unit 1: Working within the Private Security Industry

Unit Contents

- 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

Unit 2: Working as a CCTV Operator within the Private Security Industry

- 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

Unit 3: Practical Operation of CCTV Equipment within the Private Security Industry

- Understand how to use CCTV equipment
- Be able to operate the CCTV system

Unit 2 Description

1.1- Roles and responsibilities of each member of the CCTV team

Operator, supervisor, manager, systems manager, technical support staff; lone worker; responsibilities of each; include observing, recording, reporting

1.2 – What is the meaning of “confidentiality” as it applies to the role of a CCTV operator

Not disclosing information to unauthorised persons, compliance with Data Protection Act, system and data security, no unauthorised recording e.g. using mobile phones or similar devices or unauthorised copying of footage repercussions of breaches

1.3 -CCTV operators’ responsibilities regarding privacy issues

Following Home Office guidance on what can and cannot be recorded, difference between private (not allowed to record) and public areas (allowed to record); privacy blanking, recording suspected criminal activity, what not to record or view i.e. voyeurism, private areas etc. can record if actions can be justified by crime and disorder and or safety reasons

1.4 - Types of incidents that a CCTV operator may assist with

What is an incident – something operator sees on screen

Types of incident: those that come to the attention of the operator, observational requests: emergencies, anti -social behaviour, suspicious activity, criminal (theft, burglary, violence, assault, criminal damage, drugs) and non-criminal

1.5 -Non-crime incidents and how the operator should deal with them

Crowd control/evacuation; missing person, accident, fire, traffic, flood, safety issues, contacting emergency services, assisting emergency services by providing intelligence and information to appropriate authority, searching, recording evidence

1.6 - Local crime and disorder issues that affect CCTV operations

Locations: typical: crowded areas, cash machines, banks, sports and event venues, car parks, bus/train stations, retail and business areas, local authority buildings, high profile buildings, leisure and entertainments areas; local hot spots, high risk areas and trends, how time of day affects issues

1.7 - Recognise indicators of a suspected Improvised Explosive Device (IED)

Circumstances that should arouse suspicion: unattended items, suspicious vehicles, suspicious behavior / clothing, almost anything can be an IED

2.1 - Codes of practice, operational procedures and guidelines

Purpose of codes, procedures and guidelines: Ensuring integrity of system and personnel that run the system, reassuring the public, definition of operational procedures; establishes best practice, compliance with legislation, protection of public, protect the CCTV system and staff from complaints and allegations of malpractice and expectations under Data Protection Act.

The Information Commissioner's CCTV Code of Practice: "helping ensure that good practice standards are adopted by those who operate CCTV".

Surveillance camera code of practice: guidelines for CCTV and automatic number plate recognition; the purpose of the code "will be to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them, rather than spy on them". The 12 guiding principles in the code

2.2 - The impact of codes of practice, operational procedures and guidelines on CCTV operations

Impact of codes, procedures and guidelines: Information contained in The Information Commissioner's CCTV Code of Practice 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: the 12 guidance principles and how each principle affects the operator's actions and the procedures they have to follow.

Value of codes, procedures and guidelines: public: reassures, protects; partners: improving efficiency, clear working relationships.

Consequences of not complying: SIA Standards of Behaviour; Company procedures, manuals and assignment instructions: industry standards

2.3 - why the control room is kept as a secure environment

To ensure compliance with: legislation, security of data and systems; security of staff if incident occurs and ensuring that operators can continue to assist/monitor during emergency in area covered by system, prevent unauthorised persons entering, taking over or using control room, Review suite; can be in separate area

2.4 - Key features of access control systems

Access control systems for CCTV control rooms: air lock, manual systems e.g. push button; electronic systems e.g. audio and visual, keypad, card swipe, proximity, biometric; Control systems record access and egress of personnel. Combination of systems may be used to enter and exit e.g. swipe and key and biometric.

2.5 - Requirements for dealing with authorised and unauthorised visitors to the CCTV control room

Procedures for authorised visitors: identification, verification of details, reasons for control room access, completing appropriate signing in and out documentation

ensuring correct and legible, site procedures.

Procedures for unauthorised visitors: refusing entry and appropriate responses, calling police, completing incident reports, informing others.

2.6 -Reasons for targeting suspects and vehicles

Reasons for targeting and ceasing targeting with CCTV: prior experience, observed activity/behaviour, body language, suspected criminal or antisocial behaviour; valid request by third party; invalid reasons for target selection; equality issues: code of behaviour for CCTV Operators, Data protection, Human rights: type of issue to give concern, justification of continued targeting.

2.7 - Methods used when targeting suspects and vehicles

Use of: Facial recognition or ANPR for vehicles, deploying cameras appropriately so target is not lost ensuring have image for identification purposes zooming to get image for identifications purpose obtaining views suitable for investigations

2.8 - State the importance of accurate record keeping

Importance of accurate and detailed note taking and record keeping: 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

3.1 - Data Protection legislation impacts on the role of the CCTV operator

Impact of Data Protection legislation:

The 8 principles of data protection, E.g. How long data may be kept, Data must be relevant, adequate and not excessive subject access and who is responsible. Information Commissioners code of practice for CCTV; registrations of CCTV system; person responsible for system; signage about system; quality, access, disclosure and processing of images/data, access by data subjects

3.2 - How Freedom of Information legislation impacts on the role of the CCTV operator

Impact of freedom of information legislation: Freedom of Information Act 2000; who it applies to (public bodies only); who can request information under the act and what type of information; exemptions

3.3 - Human Rights legislation impacts CCTV operations

Impact of Human Rights legislation: Human rights Act 1998: the authorising officer; the grounds for directed surveillance; circumstances under which it can be granted to not contravene the articles.

Articles are: Absolute, limited and qualified.

Main articles: Article 6: right to a fair trial Article 8: right to privacy and family life

Article 14: prohibition of discrimination

3.4 - The main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act

RIPA: Types of Surveillance: overt, covert: intrusive, directed; need authorisation

required to carry out the above. Protections of Freedoms empowers the CCTV Commissioners code of practice and the Surveillance Camera Code of Practice.

3.5 - How main provisions of the Regulation of Investigatory Powers and the Protections of Freedoms Act impact on CCTV operations

Impact of RIPA: requirements for authorisation of covert/ directed surveillance, circumstance for authorisation; who can authorise, Definition of surveillance.
Freedom act: empowers the commissioner's code and the destruction of images

3.6 - How to conduct surveillance planning

Authorisation levels: circumstances when authorisation is required; Authorisation by Police, security services, local authorities; What plan is: when, where, time and for how long/, how it must be carried out, who etc. RIPA authority if applicable

3.7 - How the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act

Impact on the role of a CCTV operator when collecting and processing evidence. Importance of continuity of evidence: Different types of evidence, PACE: requirements for presentation of evidence, audit trails, record keeping and note taking/ statement forms, correct descriptions, exhibit numbers CPIA all evidence must be disclosed used and unused, including rough notes which must be kept

3.8 - How the Police and Criminal Evidence Act and the Criminal Procedure and Investigations Act

impact on the role of a CCTV operator when securing evidence Storage, statement, hand over to relevant authority Ensuring that operational procedures and audit trails and continuity of evidence procedures are followed– particular to the production of exhibits. What is evidence – format – bagging tagging procedures and other forms of preservation

3.9 - The responsibilities of the CCTV operator to produce statements and give evidence in court

Produce statements and give evidence in court: responsibility to provide or give evidence in court when required, consequences of failing to do so, guidelines for giving evidence in Court, the Magistrates Court Act and the structure of statements

3.10 - Identify how the Sex Offenders legislation impacts on CCTV operations

Sex offenders act 1997 and Sexual Offences Act 2003: The sex offenders register / may receive targeting requests / understand requirements for release if images to authorised parties for ID or appeals for witnesses/ confidentiality of information.

Safeguarding requirements: safeguarding children and young people, and others including voyeurism, limits what can view and record what considerations to take before viewing CCTV material defines what a sexual offence is to help prevent and report and detect

4.1 - How CCTV operators interact with third parties during an incident

Interacting with third parties during an incident: types of third party: police, customs health and safety, ambulance, fire etc.

Types of assistance: providing intelligence and information, tracking, searching and securing area; crowd control/evacuation; recording evidence radio, phone, person / dedicated person in room / dedicated telephone line, radios etc.

4.2 - Ways in which the CCTV operator can assist statutory enforcement agencies

Assisting the statutory enforcement agencies: know which are the relevant enforcement agencies; providing intelligence and information, descriptions, searching and securing area; recording evidence and providing updates

4.3- Identify actions to take on receiving a request for assistance from the police and other partners

Making a record of the receipt of the request: communicating with team/ supervisor, prioritising / type of request priority or emergency = 2 types of procedures