



Security Industry Authority

Specification for Core Competency Training and Qualifications for CCTV Operators (PSS)

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Section I: Training

Introduction

The SIA recognises that it is essential for all CCTV (Public Space Surveillance (PSS)) operators to have undergone a structured programme of training and education resulting in recognised qualifications if they are to be effective and professional in their role. Increasingly, industry stakeholders also recognise that the individuals who work to provide a safer and secure environment must have a broad range of skills and a clear understanding of their role. As the scope and importance of CCTV (PSS) operations continue to grow, so the degree of professionalism expected from CCTV (PSS) operational staff will increase.

1.1 Implications Arising from the Private Security Industry Act 2001

Section 1 of the Private Security Industry Act 2001 specifies that the functions of the SIA include *“to set or approve standards of training”* and *“to make recommendations and proposals for the maintenance and improvements of standards in the provision of security industry services and other services involving the activities of security operatives”*.

The Act continues, in Section 7 to state that licensing criteria *“may include such criteria as the Authority considers appropriate for securing that those persons have the training and skills necessary to engage in the conduct for which they are licensed”* and later in Section 9, that the Authority may *“prescribe or impose conditions as to training”*.

1.2 The SIA Approach to Licensing CCTV Operators

Following consultation with CCTV operators, their employers and those who purchase their services it was evident that a clear distinction should be made between a security guard who is required to monitor fixed CCTV cameras on private property and a public space CCTV (PSS) operator who is required to operate the cameras to provide real time security surveillance, to support and assist the police and emergency services as required, and to record and present evidence. As a result of the consultation the following definitions have been derived to apply to the SIA licensing process and for those who operate CCTV.

For public space surveillance:

Any person operating CCTV (PSS) equipment which is either deployed into fixed positions or has a pan, tilt and zoom capability where your role requires you to do any of the following:

- Pro-actively monitor the activities of members of the public whether they are in public areas or on private property
- Use cameras to focus on the activities of particular people either by controlling or directing cameras at an individual's activities
- Use cameras to look out for particular individuals
- Use recorded CCTV images to identify individuals or to investigate their activities

This person will be required to obtain a CCTV (PSS) Operator licence and will be defined as a CCTV (PSS) Operator

For private property

Any person who monitors cameras as part of their wider security duties solely to identify intruders onto a site, or for the protection of vehicles or buildings and who does not

specifically monitor the public who may enter that property other than to guard against damage to or theft from property and premises.

This person will require a security guard licence and will be defined as a Security Guard

This document is intended to provide a clear specification for the core competence training leading to a level 2 qualification for licensing CCTV (PSS) operators. Those who are covered by the security guarding definition should refer to the Security Guarding Specification for Training and Qualifications document. It is the responsibility of employers to evaluate the role of their employees in order to define which definition best describes the activities undertaken.

The licensing of CCTV (PSS) operators currently only refers to security operatives who are employed on contract (not in-house).

1.3 National Occupational Standards

In approving standards, the SIA has taken into consideration the existing National Occupational Standards (NOS). NOS are statements of competence that describe workplace activities and are written to measure performance outcomes. NOS must be considered as one of the most important factors in future planning. The primary function of the standards is as a key component for qualifications. However, they have many other uses including training design, training needs analysis, appraisals, recruitment, skills matrices, skills benchmarking and quality assurance. Throughout this specification, when and where applicable, the training and qualification has been mapped against existing NOS with the relevant standard and standard setting body indicated.

1.4 Criteria for Training Delivery

Training providers will be required to gain approval from their awarding bodies for suitability of their training and assessment facilities

1.4.1 Facilities

During knowledge based/theoretical training and assessment periods, candidates must have access to an approved training room as stipulated by awarding bodies.

For practical training purposes candidates should have access to a CCTV (PSS) control room environment. This may be provided by a simulated control room with operational CCTV (PSS) equipment or by access to a live environment where there is space for training and assessment.

The room must be adequately equipped for the purpose of training, conducive to effective learning and must comply with current Health and Safety requirements. Equipment for practical demonstrations must be readily available.

1.4.2 Approved Trainers

Approved trainers delivering programmes against this specification must have successfully completed a formal training or instructional qualification or programme.

From January 2006 the SIA will require all trainers who train candidates for SIA endorsed licensing qualifications to have a teaching or training qualification at NQF Level 3 (or equivalent) or above, accredited by QCA, SQA or endorsed by the HE Academy. Further Education teaching certificates will also be acceptable. Those intending to enrol on a Further Education teaching certificate course should have done so by 30 September 2005 and be able to provide evidence of this.

Some examples of relevant teaching or training qualifications at Level 3 or above are:

City & Guilds

- City & Guilds Level 3 Certificate in Teaching Adult Learners (7307)
- City & Guilds Level 3 Certificate in Delivering Learning (7302)
- City & Guilds Level 4 Certificate in Further Education Teaching (7407)

Edexcel

- Edexcel Level 4 BTEC Award in Instructional Techniques
- Edexcel Level 4 BTEC Certificate in Instructional Techniques
- Edexcel Level 4 BTEC Certificate in FE Teaching

Also, a range of qualifications comprising NVQ units including:

- Edexcel Level 3 Advanced Certificate in Training and Presenting
- Edexcel Level 3 Advanced Certificate in Skills Training
- Edexcel Level 3 Advanced Certificate in Workplace Learning

Other Qualifications

- CIPD Level 3 Certificate in Training Practice

Other Relevant NVQs/SVQs

- Level 3 in Direct Training Support
- Levels 3, 4 & 5 in Learning and Development

Trainers who are unsure about their current qualifications or who wish to check their eligibility may do so by contacting any of the SIA endorsed awarding bodies.

1.4.3 Sector Competence for Approved Trainers

Trainers must have 2 years relevant operational experience and be able to demonstrate to the awarding body they are maintaining CPD in an operational context. Awarding bodies may require additional information about a trainer's related experience for consideration in the approval process, for example, evidence of CCTV experience in HMF, the police service, fire service, operational CCTV management.

1.4.4 Training Programme Overview

Core competency training is delivered as follows:

Knowledge and practical based training and assessment (30 hours)

- Session 1: Introduction to the Roles and Responsibilities of the CCTV Operator and Other CCTV Staff
- Session 2: Codes of Practice, Operational Procedures and Guidelines
- Session 3: CCTV Equipment and its Operation
- Session 4: Control Room Communications and Access Control
- Session 5: Legislation
- Session 6: Dealing with Incidents
- Session 7: CCTV Surveillance Techniques
- Session 8: Fire and Emergency Procedures
- Session 9: Health and Safety at Work

These subjects may be delivered over 4 days with an average course day of 7½ hours or, trainers may adopt a more flexible approach to delivery using weekends and/or a

combination of evening sessions. Trainers may not reduce the prescribed learning/assessment hours of the training.

As a regulatory authority, the SIA requires that CCTV operators have the relevant level of competence to carry out CCTV operations in a professional manner to win and maintain public and enforcement agencies trust and confidence in the CCTV system and those who operate them.

1.5 Assessment

Arrangements for the assessment of the core competency training are fully described in Section 2.

1.6 Examination Venue Criteria

Knowledge based assessment

To gain approval for knowledge-based assessment, all examination venues must comply with the policy, standards and regulations specified by the appropriate Qualifications Regulatory Authority:

- All desks must face the same way.
- Each candidate must be a minimum of 1.25 metres (centre to centre) each way from the next candidate's chair.
- Each candidate must be seated at a separate desk, table or workstation.
- Suitable arrangements must be made for those with special needs or disabilities.
- There must be a place for the invigilator to sit.
- Walls must be clear of any material that would provide help to the candidates.
- If the room or desks are changed after approval, in such a way as to alter the seating capacity, re-approval must be obtained.
- Awarding bodies retain the right to make spot checks on examination days to ensure the approved room and numbers are being adhered to.
- Only rooms approved can be used: not substitutes, unless there has been an emergency, for example: fire.

Practical Assessment

To gain approval for practical assessment, centres must allow for candidates to be assessed using fully operational equipment in a realistic CCTV control room environment e.g. within a CCTV control room or a simulated environment within a classroom

1.7 Certification

Only full certification from a recognised and approved awarding body or a QAA higher education body will be acceptable evidence of successful achievement of the core competency training.

1.8 Audit Criteria

Those organisations offering this training are required to allow representatives from the SIA, awarding bodies and associated organisations to inspect and/or audit training venues and/or training delivery, in order to ensure consistent quality of delivery and/or assessment

1.9 Exemption from Core Competency Training and Assessment

CCTV Operators who have previously undergone training and/or assessment may be exempt from certain aspects of the Core Competency Training and Assessment requirements, based on the criteria outlined below.

In all cases, candidates must apply to an approved training centre to register for and obtain a Level 2 qualification in CCTV (PSS) operations that has been accredited by the Qualifications Regulatory Authority as part of the National Qualifications Framework (or equivalent) and listed as approved for licensing.

Category A – Full exemption from training and assessment

This option is only applicable to CCTV Operators who are currently in work in a CCTV (PSS) Control Room, and have successfully achieved an award/qualification in a CCTV Operation discipline, that has been accredited by the QCA.

Known examples of qualifications that fall into this category are:

SITO/City & Guilds: NVQ Level 2 in Security, Safety and Loss Prevention, where unit certification includes units 12 and 13.

City & Guilds: NVQ Level 2 in Providing Security Services, where unit certification includes units 13, 14, and 15

Edexcel: NVQ Level in Security, Safety and Loss Prevention, where unit certification includes units 12 and 13.

NVQ level in Providing Security Services, where unit certification includes units 13, 14 and 15.

CCTV Operators who fall into this category would need to provide sufficient evidence, via the usual Accreditation of Prior Learning (APL) process operated by the relevant endorsed awarding body, that any past experience and/or qualifications they have match the requirements for an accredited Level 2 qualification in CCTV Operations (PSS). Unless the candidates' past experience and/or qualifications map 100% to the requirements for the accredited Level 2 qualification in CCTV Operations (PSS), then the awarding body will require some form of additional learning and assessment before certification can be gained

Category B – Partial exemption from training and assessment

This option is available to CCTV Operators who:

- currently work in a CCTV (PSS) Control Room, and / or;
- hold a certificate for completion of formal CCTV control room training, which has been issued in the past 3 years.

CCTV Operators who fall into this category may be (at the discretion of the training centre) able to gain some credit or accreditation of prior learning against the practical skills aspect of the core competency training and assessment.

CCTV Operators in this category will be required to take the knowledge based examination of the accredited Level 2 qualification in CCTV Operations (PSS).

Due to the evolving role of CCTV Operators, and legislative updates, it is recommended that all CCTV Operators who fall into this category undergo refresher training (of a minimum of six guided learning hours), prior to undertaking this assessment.

Category C – No exemption from training and/or assessment

This category applies to CCTV Operators who:

- Have not had any formal CCTV training in the past 3 years

- Have not worked in a CCTV (PSS) control room in the past 3 years
- Are new entrants to the industry and have had no formal training

Persons falling into this category will be required to undertake the full detailed training programme (as outlined in section 1.10), and pass both the practical skills assessment and examination to achieve the qualification.

1.9.1 Duration of Exemption

It is important to ensure that training remains current, so that the knowledge and skills developed are up-to-date. Therefore the exemption held must be no more than 3 years old, except where otherwise stated.

1.9.2 Overseas Qualifications

Applicants from overseas who have a relevant qualification in CCTV operations may present their certificates to an awarding body for part accreditation. All overseas applicants will be required to demonstrate that they can communicate both orally and in writing in English and that they have attended training in subjects relating to legislation in England and Wales, or Scotland (to meet the learning objectives of this training).

1.10 Legal Systems and Local Laws

Laws and legal systems in England, Wales and Scotland differ and local laws may also differ. The SIA advises that operatives and their employers remain responsible for operatives to familiarise themselves with the laws and legal system relating to the area in which they will be working.

1.11 Detailed Training Programme

Please view pages 9 to 17 for details of the required training programme.

Session 1: Introduction to the Roles and Responsibilities of the CCTV Operator and Other CCTV Staff

Aim:

- To introduce and identify the roles and responsibilities of the CCTV team within the control room.

Objectives:

By the end of this session trainees will be able to:

- Describe the purpose of a CCTV system
- Explain the roles and responsibilities of the CCTV team
- Identify the reporting system and explain the importance of the passage of accurate and timely information both up and down the reporting chain
- Explain the term “confidentiality” within the operators responsibilities
- Explain the importance of the CCTV operator’s Standards of behaviour

National Occupational Standards:

SLP 2 – Communicate effectively in the workplace

Session 2: Codes of Practice, Operational Procedures and Guidelines

Aim:

- To understand the importance of codes of practice, operational procedures and guidelines in CCTV operations.

Objectives:

By the end of this session trainees will be able to:

- Explain why codes of practice, operational procedures and guidelines are necessary
- Identify what impact these documents have on CCTV operations
- Explain the value of these documents in helping to protect the CCTV system and staff from complaints and allegations of malpractice
- Describe how these documents help establish clear working relationships with partners
- Explain the value these documents can have in reassuring the public about CCTV operations

National Occupational Standards:

SLP 15 – Maintain the operational performance of CCTV systems

Session 3: CCTV Equipment and its Operation

Aim:

To discuss and demonstrate how a CCTV system and its equipment operates.

Objectives:

By the end of this session trainees will be able to:

- Describe briefly how the CCTV system works
- Demonstrate how to carry out functional checks
- Demonstrate the use of keypads and joysticks to operate the cameras, monitors and associated equipment
- Explain the characteristics of cameras.
- Discuss how weather, lighting and poor positioning can affect camera images and how to overcome these problems.
- Demonstrate how to record images onto storage media and ensure their secure management
- Demonstrate how to reproduce images for evidential purposes
- Explain what an audit trail is and the importance of maintaining records and creating audit trails
- Explain the equipment fault reporting procedures and the need for accurate records to be kept

National Occupational Standards:

SLP 14 – Maintain CCTV video tape libraries and preserve potential evidence

SLP 15 – Maintain the operational performance of CCTV systems

Session 4: Control Room Communications and Access Control

Aim:

To discuss and demonstrate how other non CCTV equipment operates within a CCTV control room.

Objectives:

By the end of this session trainees will be able to:

- Explain the importance of written and oral communication, listening skills and the accurate and timely passage of information
- Explain the effective use of dedicated communication links with a third party
- Explain the techniques of customer care and how to deal with complaints when using the telephone
- Demonstrate correct radio procedures with a third party
- Explain the use of computers in a CCTV control room
- Explain the equipment fault reporting procedures and the need for accurate records
- Explain the importance of an awareness of security, confidentiality and Data Protection issues when using communications and computer equipment
- Explain why the control room is kept as a secure environment, the operation of access control systems and actions to be taken in the event of a systems failure
- Explain the procedures for dealing with authorised visitors to the control room and the actions to be taken if unauthorised access is attempted

National Occupational Standards:

SLP 2 – Communicate effectively in the workplace

SLP13 – Monitor areas using CCTV systems

SLP15 – Maintain the operational performance of CCTV systems

Session 5: Legislation

Aim:

- To explain and discuss the different types of legislation which impacts on CCTV Operations.

Objectives:

By the end of the session trainees will be able to:

- Discuss the key points of the Data Protection Act, and show how it impacts on the role of the CCTV operator
- Discuss the main points of the Human Rights Act in relation to CCTV operations.
- State the main provisions of the Regulation of Investigatory Powers Legislation and how it impacts on CCTV operations
- Explain the different types of surveillance and the authorisation levels for operations under the
- Regulation of Investigatory Powers Legislation
- Explain the main provisions of the Freedom of Information Legislation , its impact of CCTV operations and how it differs from the Data Protection Act
- Explain the legal provisions which affect the collection, processing and security of evidence by a CCTV operator.¹
- Explain the requirements of the Criminal Procedures and Investigations Act and how it impacts on CCTV operations (England and Wales only)
- Explain the requirements for an operator to produce statements and attend court as a witness
- Discuss privacy issues and the operators responsibilities within the Standards of Behaviour for CCTV Operator (Appendix A)
- Discuss the need for and use of audit trails

National Occupational Standards:

SLP 14 – Maintain CCTV video tape libraries and preserve potential evidence

¹ E.g. The Police and Criminal Evidence Act in England and Wales.

Session 6: Dealing with Incidents

Aim:

- To discuss and evaluate different types of incidents and how to deal with them.

Objectives:

By the end of the session trainees will be able to:

- Define an incident in the context of CCTV operations
- Describe potential local crime issues
- Describe a crime risk area
- Explain how CCTV systems interact with the police
- Discuss the actions to be carried out when criminal activity is detected by a CCTV operator
- Discuss the actions to be carried out on receiving a request for assistance from the police
- Explain how to deal with more than one incident at the same time
- State the role and powers of other enforcement agencies and how CCTV can assist them in their operations
- Describe non-crime incidents and how the operator should deal with them
- Explain the importance of note taking, record keeping and creating audit trails
- Explain the importance of team working and the passage of information between the team and other agencies

National Occupational Standards:

SLP 2 – Communicate effectively in the workplace

SLP 13 – Monitor areas using CCTV systems

SLP 14 – Maintain CCTV video tape libraries and preserve potential evidence

Session 7: CCTV Surveillance Techniques

Aim:

To discuss and demonstrate surveillance techniques.

Objectives:

By the end of the session trainees will be able to:

- Explain how to conduct surveillance planning
- Explain the issues surrounding equality during observation activities.
- Discuss how to recognise and interpret body language
- Demonstrate how to give clear and accurate descriptions of people, vehicles and events
- Discuss the reasons and methods used when targeting suspects, vehicles and areas and the restrictions legislation places on targeting
- Demonstrate how to detect and track/follow a suspect on foot or in a vehicle and produce quality evidence for subsequent investigations or prosecution
- Demonstrate how to deploy cameras to view a suspect entering or leaving an area
- Explain how to carry out lost contact drills
- Explain the basic indicators to recognising a letter, parcel, bag or vehicle Improvised Explosive Device (IED)
- Explain how CCTV can assist external agencies during a bomb alert
- Demonstrate how to use cameras to search the outside of buildings, streets and open spaces for suspected IEDs and the actions to follow if found

National Occupational Standards:

SLP 2 – Communicate effectively in the workplace

SLP 13 – Monitor areas using CCTV systems

SLP 15 – Maintain the operational performance of CCTV systems

Session 8: Fire and Emergency Procedures

Aim:

To discuss fire and emergency procedures, both during and outside normal working hours.

Objectives:

By the end of the session trainees will be able to:

- Explain the actions to be carried out on discovering a fire
- Explain the actions to be carried out on hearing the fire alarm
- Explain the need for Personal Evacuation Plans
- Explain the different types of fire extinguishers and other fire fighting equipment and the safe use of them.
- Discuss basic fire prevention measures
- Explain the actions to be carried out on receipt of a telephone bomb warning
- Explain how to carry out a search of the CCTV control room for suspicious objects and the actions to be taken if a suspicious object is found
- Explain the actions to be carried out within the control room if an evacuation is ordered and the subsequent actions on evacuating the control room
- Describe the procedures to be followed on re-occupying the CCTV control room after an evacuation
- Discuss other likely emergencies which may occur within a control room and the procedures for dealing with them

National Occupational Standards:

SLP 1 – Contribute to Health and Safety in the workplace

SLP 2 – Communicate effectively in the workplace

Session 9: Health and Safety at Work

Aim:

- To discuss Health and Safety in the workplace.

Objectives:

By the end of the session trainees will be able to:

- Explain the purpose of the Health and Safety at Work Act
- Explain the principle responsibilities of the employer and employees with regard to the Health and Safety at Work Act
- Identify typical risks and hazards within the control room
- Describe the guidelines for CCTV operators under the Display Screen Regulations
- Explain procedures for lone working and the reasons for operator check call systems
- Explain the reporting procedures for Health and Safety issues, accidents and incidents
- Explain what risk assessments are, why they are necessary and how staff can contribute to them
- Describe the key indicators of stress and how to alleviate these factors

National Occupational Standards:

SLP 1 – Contribute to Health and Safety in the workplace

SLP 2 – Communicate effectively in the workplace

Section 2: Qualifications

Introduction

For the purpose of individual licensing, all CCTV operator core competency training must result in a formal, examination-based, level 2 qualification. Only qualifications awarded by a recognised and approved awarding body where the individual qualification has been accredited on to the National Qualifications Framework or equivalent will be accepted.

2.1 Qualification Requirements

The new Level 2 qualifications to support the SIA CCTV operator licence will require CCTV operators to demonstrate their knowledge and understanding and also the application of their practical skills. There will be an examination and an assessment of the practical skills and knowledge.

The examination papers and the assessments of practical skills must be designed in such a way that the trainees' underpinning knowledge across all core competency areas is assessed.

2.2 Assessment

All candidates must take a written objective test under full examination conditions to demonstrate their basic core knowledge. The time allocated to this test is one hour.

The questions for examination papers will be set by each awarding body and based upon the underpinning knowledge requirements of the relevant National Occupational Standards.

The awarding body will externally mark all examination papers.

Candidates will also be required to undergo an assessment of their practical skills to demonstrate their ability to use CCTV equipment effectively in following a target, to produce usable evidence, and to establish an audit trail for the productions and issue of evidence.

The assessment of practical skills will be scenario based to confirm the practical application of knowledge.

The practical skills assessment will be externally set by the awarding body and independently assessed

Candidates must pass both the examination and the practical skills assessment to achieve the qualification.

Suitable assessment arrangements must be in place to support candidates with disabilities and learning difficulties.

2.3 Examination Venue Approval

The awarding bodies will be responsible for approving assessment centres and in doing so, must demonstrate and be able to provide evidence, that the criteria in section 1.6 have been followed.

2.4 Examination Integrity and Security

Qualifications Regulatory Authority guidelines on the integrity and security of the entire assessment process must be stringently adhered to. All awarding bodies must be able to demonstrate that their approved assessment centres are regularly inspected and/or audited accordingly. Premises should comply with the Disability Discrimination Act.

2.5 Continuous Professional Development

CCTV staff should be encouraged by employers to achieve further qualifications in CCTV operations. Awarding bodies should demonstrate that this level 2-entry qualification encourages progression to qualifications at Level 3 and above, and to other career development qualifications.

2.6 Basic and Key Skills Requirements

It is important that candidates are not excluded from taking the Core Competency Training and Qualification through lack of Basic Skills, Core and/or Key Skills. Awarding bodies will ensure their approved centres have methods in place to identify candidates with Basic Skills and/ or Key Skills requirements and to support them or direct them to a separate training provision.

Section 3: Business Process Requirements

Introduction

The SIA process for licensing requires applicants to prove identity and competence, and to undergo a criminality check. Awarding bodies will play a key role in this process by supplying data on identification and qualifications. Full details of the business process and information requirements will be contained in a separate legal agreement with each awarding body.

3.1 Identification Requirements

Awarding bodies are required to collect identification data from each candidate at the time of assessment and accreditation of prior learning. This should include a passport size photograph endorsed by the assessor and a candidate signature. Both photograph and signature should then be captured and held electronically by the awarding body until the assessment is verified. Awarding bodies must ensure that their assessment centres have secure and reliable systems in place to correctly identify each candidate.

3.2 Qualification Requirements

The SIA maintains a Qualifications Database. Awarding bodies are required to update the Qualification Database of candidates who undertake an assessment or accreditation of prior learning for an SIA approved qualification. The outline information required is:

- Candidate identification details
- Awarding body candidate number
- Date of full award
- Certification number
- Photograph and signature images

Information should be updated on the SIA qualifications database within 10 working days of the candidate's final assessment. Awarding bodies must demonstrate that they have secure and efficient systems in place to collate, hold and transmit this information.

3.3 Accreditation of Prior Learning (APL)

Awarding bodies are required where possible to accredit the prior learning and qualifications of candidates presenting for the SIA qualification for licensing. Candidates, who have attained a relevant or partly relevant qualification in CCTV operations, which they wish to be considered for a SIA approved qualification, may present their qualification(s) to an awarding body for APL. This may include overseas qualifications.

Awarding bodies should only issue their qualification certificate when they have evidence that the candidate has the equivalence and/or has attained the relevant parts of the SIA CCTV operator's qualification to achieve full competence. Awarding bodies will be responsible for the integrity of the certificates they accredit for SIA approved qualifications.

Recognised and agreed exemptions will be published by the SIA to ensure common approach and consistency.

Appendix A: Standards of Behaviour for CCTV Operators (PSS)

Personal Appearance

An operator should at all times:

- Wear clothing, which is smart, presentable and is in accordance with the employer's guidelines.
- Be in possession of his/her Security Industry Authority licence whilst on duty.

Professional Attitude & Skills

An operator when on duty should:

- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the CCTV Operator's (PSS) responsibility.
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.
- Be fit for work and remain alert at all times.

General Conduct

In carrying out his/her duty, an operator should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or un-prescribed drugs.
- Not display preferential treatment towards individuals.
- Never abuse his/her position of authority.
- Never bring unauthorised equipment into the control room.
- Never remove equipment from the control room without authorisation.
- Comply fully with employer's codes of practice and guidelines.

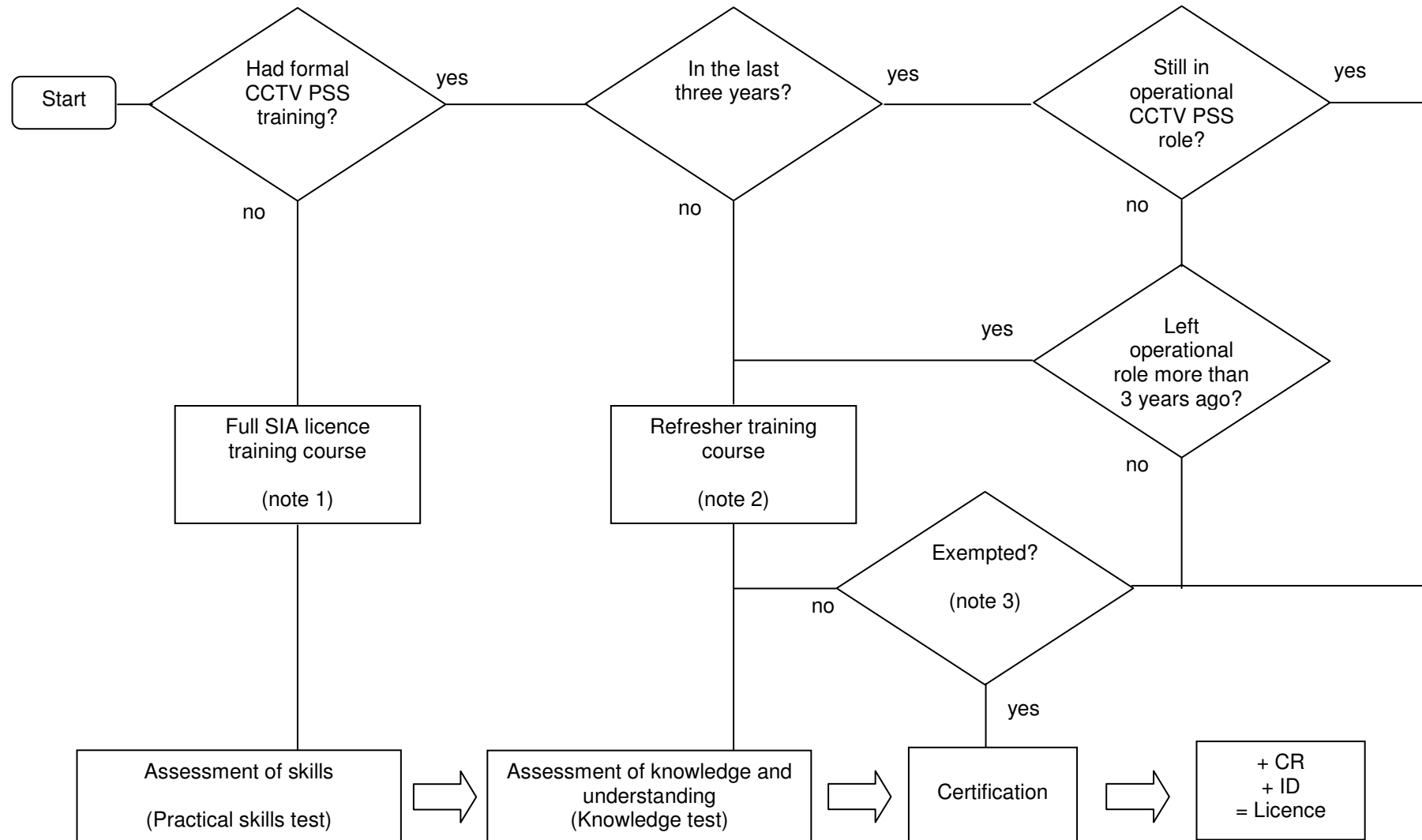
Organisation / Company Values and Standards

An operator should:

- Comply with the employer's policies, procedures and objectives*

Where a contracting company is operating a CCTV system for a systems owner, policies, procedures and objectives should be agreed as part of the contract before taking over responsibility for the CCTV system.

Appendix B: Exemption from Core Competency Training



Notes

1. The full SIA licence training is a minimum of 30 guided learning hours, which includes assessment.
2. The refresher training course is a minimum 6 guided learning hours, which includes assessment.
3. Refer to guidance on exemptions.