



Security Industry Authority

---

# Knowledge and Skills Specification: Public Space Surveillance (CCTV)

**This document was published in February 2021.  
The requirements set out within it take effect on 1 April 2021.**

## Foreword

The Security Industry Authority (SIA) recognises that it is essential for security personnel to have undergone a structured programme of learning 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 more secure leisure environment must have a broad range of skills and a clear understanding of their role. As the scope, diversity and importance of their work continues to grow, so the degree of professionalism expected from security personnel will increase.

This document is intended to provide a clear specification on the approach that has been agreed by the SIA and industry stakeholders in relation to the core learning and resulting qualifications required by SIA licensing.

## Section 1: Learning programme overview

Training leading to an SIA licence-linked qualification for Public Space Surveillance (CCTV) operators must include the following areas:

- Session 1: Introduction to the roles and responsibilities of the CCTV operator and other CCTV staff
- Session 2: Legislation
- Session 3: CCTV operational procedures
- Session 4: Equipment
- Session 5: CCTV activities
- Session 6: Communications and dealing with incidents
- Session 7: Health and safety at work in the CCTV control room
- Session 8: Practical operation of CCTV equipment
- Session 9: Evidence collation

## Section 2: Learning programme details

### **Session 1: Introduction to the roles and responsibilities of the CCTV operator and other CCTV staff**

**Aim:**

To introduce and identify the purpose of a surveillance (CCTV) system and the roles and responsibilities of members of the surveillance (CCTV) team within the control room and other stakeholders.

**Objectives:**

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

- identify the different uses of public space surveillance (CCTV) systems
- explain the roles and responsibilities of each member of the control room team
- identify the roles of other stakeholders who might be involved in public space surveillance (CCTV) systems
- state how to work effectively with a range of stakeholders and other agencies

## **Session 2: Legislation**

### ***Aim:***

To understand the different types of legislation and how they impact on Public Space Surveillance (CCTV) operations.

### ***Objectives:***

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

- explain how the Data Protection Act 2018 and the Freedom of Information Act 2000 impacts on public space surveillance (CCTV) operations
- explain how the Protection of Freedoms Act 2012 impacts on public space surveillance (CCTV) operations
- explain how the Human Rights Act 1998 impacts on public space surveillance (CCTV) operations
- explain how the provisions of the Regulation of Investigatory Powers Act 2000 affect public space surveillance (CCTV) operations
- explain how the provisions of the Sexual Offences Act 2003 (in particular the offence of voyeurism) impacts on public space surveillance (CCTV) operations
- identify and explain the impact of Codes of Practice and guidance established under the Data Protection Act and the Protection of Freedoms Act for public space surveillance (CCTV)
- list the requirements placed upon a remote pilot of an unmanned aerial vehicle (UAV) under the Air Navigation Order 2018

### **Session 3: CCTV operational procedures**

***Aim:***

To understand the importance of operational procedures and guidelines in public space surveillance (CCTV) operations.

***Objectives:***

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

- explain why operational procedures and guidelines are necessary to public space surveillance (CCTV) operations
- identify the contents of an operations manual and understand how they may impact on public space surveillance (CCTV)
- explain how to create an audit trail for evidential purposes

## **Session 4: Equipment**

### ***Aim:***

To understand how public space surveillance (CCTV) system equipment operates.

### ***Objectives:***

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

- identify how the different components of a surveillance system operate
- identify and understand how developments in technology can be utilised by public space surveillance (CCTV) operators
- identify the purpose of functional checks on control room equipment

## **Session 5: CCTV activities**

### ***Aim:***

To understand surveillance techniques.

### ***Objectives:***

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

- explain a range of surveillance techniques
- state the standard for evidential-sized images
- state the actions to take when dealing with multiple incidents

## **Session 6: Communications and dealing with incidents**

### ***Aim:***

To understand the different types of incident and how to respond to them.

### ***Objectives:***

By the end of this session, learners will be able to:

- recognise the difference between a crime and a non-crime incident
- identify the CCTV operator's response to a crime and a non-crime incident

## **Session 7: Health and safety at work in the CCTV control room**

### ***Aim:***

To discuss health and safety in the CCTV environment.

### ***Objectives:***

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

- describe the guidelines for CCTV operators under the display screen equipment regulations
- identify the factors in CCTV operations which may create stress for operators and how to deal with them
- understand the need to continually risk assess whilst working in CCTV operations

## **Session 8: Practical operation of CCTV equipment**

### ***Aim:***

To demonstrate operational use of CCTV equipment.

### ***Objectives:***

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

- demonstrate functional checks on control room equipment
- demonstrate how to use surveillance equipment
- demonstrate surveillance techniques
- demonstrate effective use of communication devices
- obtain an evidential image

## **Session 9: Evidence collation**

### ***Aim:***

To produce evidential documentation.

### ***Objectives:***

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

- produce documents required for the audit trail