

# ASTSLP13

## Monitor areas using CCTV systems



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### Overview

This unit defines the national standard of occupational competence for using CCTV systems and equipment to monitor parking and traffic contraventions. This unit therefore sets the standard for you to: -

1. Prepare to monitor areas using CCTV systems (Element SLP 13.1)
2. Monitor CCTV camera images and react to incidents (Element SLP 13.2)
3. Locate pre-determined targets using CCTV (Element SLP 13.3)

Before using CCTV systems and equipment, you should make sure it is working properly and adjust it for best performance. While you are monitoring the security of car parks and enforcement of parking, you should recognise and react to activities or incidents that could be risks to security. You should be able to interpret what you see on your screen and contact and work with the appropriate agency or authority to deal with incidents or other emergencies.

The underpinning knowledge required for monitoring areas using CCTV includes understanding relevant legislation, regulations and codes of practice. It also includes knowing the capabilities and limitations of the equipment and how to get the best out of it.

This unit is imported from Skills for Security suite of National Occupational Standards for CCTV Operations and tailored by Skills for Security to meet requirements.

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### Performance criteria

*You must be able to:*

#### Prepare to monitor areas using CCTV systems

- P1 make sure the CCTV **equipment** that you are going to use is working properly following your organisation's instructions and procedures
- P2 adjust your equipment and system controls to get the best performance from the system
- P3 investigate any faults in system performance and report them to the appropriate person
- P4 effect recording media changeovers in a way that minimises recording downtime
- P5 organise your work area so that you can work efficiently and safely
- P6 make sure your monitor screens are clean to maximise clarity of image
- P7 complete the required **records** completely, legibly and within required timescales

*You must be able to:*

#### Monitor CCTV camera images and react to incidents

- P8 use CCTV systems and **equipment** in line with operating instructions and within legal constraints
- P9 recognise **activities or incidents** that should be recorded following your organisation's instructions and guidelines
- P10 control and use systems to their full **operational ability** to monitor and record incidents, taking account of the seriousness of incidents
- P11 prioritise multiple incidents in relation to their seriousness or your instructions
- P12 interpret and report incidents promptly and calmly to the appropriate **person**
- P13 work with external agencies in a way that is effective and efficient
- P14 continually monitor the progress of incidents until no longer required to
- P15 maintain the confidentiality of information observed and recorded in line with relevant legislation and codes of practice
- P16 complete incident logs accurately, legibly and within required timescales

*You must be able to:*

#### Locate pre-determined targets using CCTV

- P17 interpret **information** you are given to select the most appropriate cameras and viewing areas
- P18 search for and identify **targets** systematically and promptly
- P19 adjust your **equipment** and system controls to maintain the best image of targets
- P20 modify your search patterns to hold and track multiple targets
- P21 interpret and report accurately and calmly ongoing events as required to the appropriate **person**

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- P22 work with external agencies in a way that is effective and efficient
- P23 continually monitor targets until no longer required to
- P24 maintain the confidentiality of information observed and recorded in line with relevant legislation and codes of practice

### Knowledge and understanding

*You need to know and understand:*

#### Prepare to monitor areas using CCTV systems

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to using CCTV systems
- K2 the operational instructions and procedures you should follow when preparing to monitor areas using CCTV systems
- K3 how to confirm that your equipment is working and what to do if it is not
- K4 health and safety guidance relating to good ergonomic practice and the use of visual display units
- K5 how to adjust and use your equipment and system controls to get best performance, including making the best use of external lighting
- K6 the terminology used with CCTV systems and usage

#### Monitor CCTV camera images and react to incidents

*You need to know and understand:*

- K7 current relevant legislation, regulations, codes of practice and guidelines relating to using CCTV systems
- K8 the local geography of the areas that you monitor
- K9 the area of coverage of each camera that you use
- K10 the capabilities and limitations of systems and equipment that you use
- K11 how to use systems to get their best performance, including using real and time lapse recording
- K12 how to maintain effective and efficient working relationships with other agencies

#### Locate pre-determined targets using CCTV

*You need to know and understand:*

- K13 current relevant legislation, regulations, codes of practice and guidelines relating to parking and traffic regulations
- K14 the local geography of the areas that you monitor
- K15 the area of coverage of each camera that you use
- K16 the capabilities and limitations of systems and equipment that you use
- K17 how to use systems to get their best performance, including using real and time lapse recording
- K18 how to maintain effective and efficient working relationships with other agencies

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### Additional Information

#### Scope/range related to performance criteria

##### Prepare to monitor areas using CCTV systems

1. **equipment:** cameras; screens; system controls; recorders; lights
2. **records** that you need to make of: incidents; equipment; recording media ; duties; access

##### Monitor CCTV camera images and react to incidents

3. **equipment:** cameras; screens; multiplex cameras and monitors; system controls; real and lapse time recorders; lights; rugby clock
4. **activities or incidents:** single; multiple; criminal; non-criminal
5. **operational ability:** multiplex; tilt-pan-zoom; static; fixed
6. **persons** to whom you would report incidents: colleagues; police; emergency services; social services

##### Locate pre-determined targets using CCTV

7. **information** from: police; emergency services; social services; colleagues
8. **targets:** vulnerable people; people behaving suspiciously ; cash; stock; suspicious objects
9. **equipment:** static and tilt-pan-zoom (tpz) and fixed cameras; screens; multiplex cameras and monitors; system controls; real and lapse time recorders; lights
10. **persons** to whom you would report events: colleagues; police; emergency services;

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**Originating organisation** Skills for Security

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**Relevant occupations** Health, Public Services and Care; Public Services; Elementary Occupations; Elementary Security Occupations

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**Suite** Parking Control Occupations

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