
Overview

This NOS sets out the skills, knowledge and understanding for you to make best use of cameras, systems and information in a remote monitoring environment.

This NOS covers the following activities:

1. Prepare to observe areas using CCTV systems
2. Observe CCTV camera images and react to incidents

This NOS is aimed at remote monitoring operators who use CCTV systems to observe areas and react to incidents

**Performance
criteria****Prepare to observe areas using CCTV systems**

- You must be able to:**
- P1 confirm that your CCTV equipment is functioning correctly, following your organisation's instructions and procedures
 - P2 adjust your equipment and system controls to obtain optimum performance from the system
 - P3 identify any faults in system performance and report them to the appropriate person
 - P4 organise your work area so that you can work efficiently and safely
 - P5 make sure your monitor screens are clean to maximise clarity of image
 - P6 complete required records accurately, legibly and within required timescales
 - P7 keep your work area clean and hygienic

Observe CCTV camera images and react to incidents

- You must be able to:**
- P8 use CCTV systems and equipment in line with operating instructions and within legal constraints
 - P9 where appropriate, 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 assess the incident and provide an appropriate response
 - P11 interpret information you are given to select the most appropriate cameras and viewing areas
 - P12 prioritise multiple incidents in relation to their seriousness or your instructions
 - P13 interpret and report incidents promptly and calmly to the appropriate person
 - P14 work with third parties in a way that is effective and efficient
 - P15 monitor the progress of incidents as required
 - P16 maintain the confidentiality of information observed and recorded in line with relevant legislation and codes of practice
 - P17 complete incident logs accurately, legibly and within required timescales

Knowledge and understanding

Legislation and organisational requirements

You need to know and understand:

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to using CCTV systems

Prepare to observe areas using CCTV systems

You need to know and understand:

- K2 operational instructions and procedures you should follow when preparing to observe 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
- K7 the importance of maintaining a tidy, hygienic work area and how this can impact on your work efficiency and safety

Observe CCTV camera images and react to incidents

You need to know and understand:

- K8 the local geography of the areas that you observe
- K9 the area of coverage of each camera that you use
- K10 the operational 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 prioritise multiple incidents, how to assess incidents that you are observing, and the appropriate action that you should take
- K13 how to maintain effective and efficient working relationships with other third parties

Additional information

Glossary

In these National Occupational Standards:

equipment that you will use when observing areas will include, but is not exclusive to: cameras (static and pan-tilt-zoom), screens, system controls, multiplex cameras and monitors, real and lapse time recorders, lights

systems might be, but is not exclusive to: audio hailing, ptz, access control, pre-sets, arming and disarming, omitting, testing

records that you need to make may include, but is not exclusive to: incidents, equipment, duties, access

third parties that you will liaise with during incidents could be, but is not exclusive to: police, key holders

activities or incidents that you will need to observe will include, but is not exclusive to: single, multiple, criminal, non-criminal

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