

## Overview

This NOS is aimed at security and loss prevention service providers and sets out the skills, knowledge and understanding for you to undertake functional checks to provide optimum performance of the system.

This NOS covers the following activities:

1. Confirm operational performance of CCTV systems
2. Arrange for unacceptable performance to be rectified

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## Performance criteria

### You must be able to:

**\*\*Confirm operational performance of CCTV systems**

**\*\*1.** make sure that operational commitments of your organisation are not compromised while you test CCTV systems  
**2.** carry out sufficient and appropriate tests to determine the operational performance of CCTV systems  
**3.** make necessary adjustments to get the optimum performance from CCTV systems  
**4.** identify correctly, system components that impair optimum performance of systems  
**5.** record accurate and sufficient details of unacceptable performance so that remedial action can be taken  
**6.** record complete and accurate details of tests and results when required  
**7.** complete the required records accurately, legibly and within required timescales

**\*\*Arrange for unacceptable performance to be rectified**

**\*\*8.** take approved action to rectify unacceptable performance of CCTV systems  
**9.** provide accurate and sufficient information to the relevant person to help them rectify unacceptable performance of CCTV components  
**10.** provide appropriate practical help when asked, to help rectify performance, in line with your responsibility and authority  
**11.** make sure that operational commitments of your organisation are not compromised while system performance is being rectified  
**12.** record complete and accurate details of action taken to rectify performance when required  
**13.** complete the required records accurately, legibly and within required timescales

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## Knowledge and understanding

### You need to know and understand:

#### \*\*Legal and organisational requirements

\*\*1. current relevant legislation (in particular Data Protection Act), regulations, codes of practice and guidelines relating to maintaining the operational performance of CCTV systems

#### \*\*Confirm operational performance of CCTV systems

\*\*2. the limits of your responsibility and authority to maintain the performance of CCTV systems, including tests and adjustments  
3. the functional operation of the CCTV systems and equipment that you are required to maintain  
4. how to test CCTV systems and their required performance  
5. what adjustments you can make and how to make them  
6. how to recognise when CCTV systems are not working at their optimum performance, and likely causes of unacceptable performance  
7. what information and details of unacceptable system performance you should record so that remedial action can be taken

#### \*\*Arrange for unacceptable performance to be rectified

\*\*8. the limits of your responsibility and authority to maintain the performance of CCTV systems, including taking action to rectify unacceptable performance  
9. the functional operation of the CCTV systems and equipment that you are required to maintain  
10. terminology used with CCTV systems and equipment, particularly when describing performance, tests and faults  
11. to whom and how to report unacceptable performance, and what information will help them

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### Scope/range related to performance criteria

1. **tests** that you would carry out to confirm: 1.1 basic operation (functional) 1.2 system performance (operational)
2. **adjustments** to systems and equipment: 2.1 image quality 2.2 coverage of cameras 2.3 camera movement 2.4 monitor (screen) image quality 2.5 recording quality
3. **components** of CCTV systems: 3.1 cameras 3.2 monitors (screens) 3.3 system controls 3.4 recorders
4. **unacceptable performance**: 4.1 camera image quality 4.2 camera control 4.3 monitor image 4.4 recording quality 4.5 lighting
5. **relevant person** to whom to report unacceptable system performance: 5.1 internal colleague 5.2 manufacturer's or supplier's representative 5.3 specialist

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Maintain operational performance of CCTV systems LEGACY

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