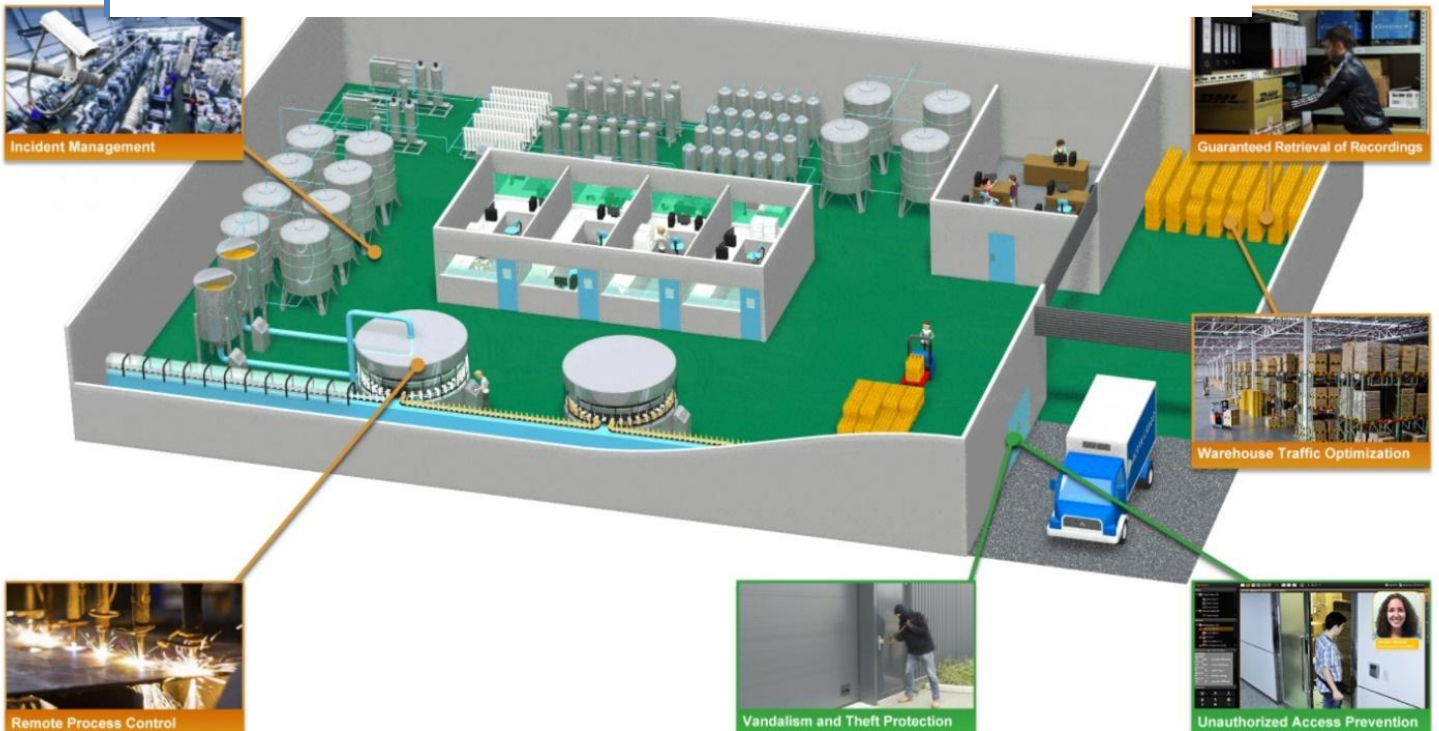![KenVision - Train. Equip. Perfect]

Introduction

CCTV system operators are the link between the system technology and its effective use. An operator's performance will largely determine the level of service provided by

Learning It In The Most Thorough Way, In The Right Environment

CCTV System Operator & Control Room Management
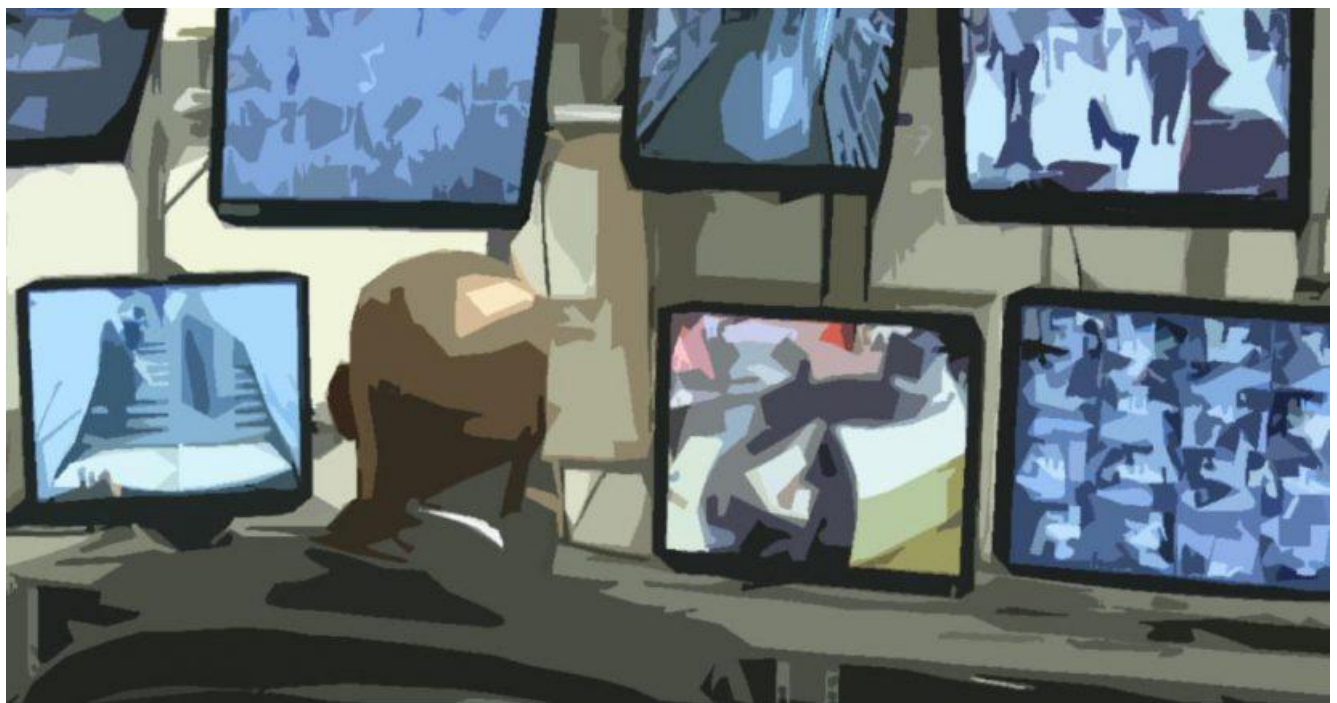
Venue: **Kenvision Techniks Worksops**

Fee: **300 USD**

the system. The operators of public area CCTV systems are fast becoming integral players in entire organization security organization management, for crime prevention, incident scene management and in investigation teams.

Appropriate selection and recruitment practices teamed with targeted training, are needed to ensure that operators are proficient at their job: maximizing system effectiveness and limiting its misuse.

Targeted training will not only improve the quality of service provided, but will also increase staff satisfaction and may help to reduce absenteeism and staff turnover.

TARGETED AUDIENCE

- If your work involves pro-actively monitor the activities of members of public in public areas or on private property

- using cameras to focus on the activities of particular people either by controlling or directing cameras at an individual's activities

- Planning to work in an environment where use of recorded CCTV images to identify individuals or to investigate their activities is the main occupation,

- Then you ought to have the right skills to competently work in such environments and carry out the required tasks.

Course objectives

- To introduce the learners to their roles and responsibilities within the CCTV Control Room Environment

- To Develop the Learners understanding of the importance of the Codes of Practice, Operational Procedures and Guidelines

- To familiarize the Learner with CCTV equipment and its operation To develop the learners understanding of Non CCTV equipment operations within the CCTV Control Room environment

- To familiarize the learners with the appropriate legislation that has an impact upon their operational activities

- To develop the students understanding of different types of incidents and how to deal with them

- To develop the students understanding of dealing with incidents

- To develop the learners understanding of surveillance techniques

WHAT   THE   COURSE   COVERS

The CCTV Operator & Control Room Management covers among many other areas the following:

UNDERSTANDING & PLANNING

- **Operational Requirement:** Create a strategic Plan of your security needs and define measures required

- **Culture:** Clarify the role of security within your organization
- **Use Case:** Determine your control room's aims and what success looks like

- **Threat:** Decide if you need to protect against extremists, foreign intelligence services, protestors and organized criminals

HOSTILE RECONNAISSANCE

- Deny information, detect suspicious activity, deter an attack

DESIGN AND BUILD

- **Types of guard force and Control Room:** Employ a guard force or use contractors, Will they be on or offsite?
- **Security officers:** Size of the team and what activities they need to carry out
- **Control Room:** Physical space planning, from location to equipment
- **CCTV Screens:** Ensuring that detection system is fit for purpose and legally compliant
- **Windows and External lighting:** Balancing security within the control room with the needs of people working there
- **Resilience:** Mitigating risks and planning fall-back systems to cope with adverse events
- **Technical Integration:** Optimizing coverage and network security and increasing operators effectiveness
- **User Interface:** Increasing awareness and improving incident response

BUSINESS AS USUAL

- **Communications:** - response to security incidences by making communications more effective
- **Maps**: Creating maps that everyone can use

- **Visual Warnings:** Creating visual warning

- **Auditory Alarms**

- **Handling Visitors to control rooms**

- **Training**

- **Shifts**

- **Recruitment**

INCIDENT RESPONSE

- **Incident response**

- **Verification**

- **Escalation**

- **Response**

- **Evacuation Plan**

- **Debriefs**

- **Media and Outside Communication**s

EXERCISES & SIMULATIONS

Here trainees will practice typical to ensure your team knows what to do and who's in command

CERTIFICATION

At the end of the course, the successful trainees are issued with a **Certificate of Competence**

Venue: Kenvision Techniks Workshops

Fees: USD 300 (Fee covers tuition and certification. Trainee to arrange for own travel, accommodation and meals).