BIIAB

BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry

Level 2 Award – 603/7001/4 (England)
- C00/4378/9 (Wales)

About Us

BIIAB Qualification Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualifications Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

Sources of Additional Information

The BIIAB Qualifications Limited website www.biiab.co.uk provides access to a wide variety of information.

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Version	Date	Details of Change
2.0	March 2021	Launch version
3.0	June 2021	Updated with Wales and Northern Ireland accreditation detail – sections 1, 2, 3, 6 and 9
3.1	November 2023	Reformatted Qualification Guide into new branding
4.0	March 2024	Updated registration information Updated customer service information Update link to EO policy Updated Qualification Numbers
5.0	February 2025	Updated Principles of working in the Private Security Industry

Contents

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Qualification Summary

BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry – 603/7001/4 (England) and C00/4378/9 (Wales)	

Qualification Purpose	To confirm occupational competence and/or 'licence to practice'.

Age Range	**Pre 16**		**16-18**	✓	**18+**	✓	**19+**	✓

Regulation	The above qualification is regulated by Ofqual
Assessment	• E-assessment • Multiple Choice Examination • Practical Demonstration/Assignment
Type of Funding Available	See FaLa (Find a Learning Aim)
Qualification/Unit Fee	See BIIAB Qualifications Limited web site for current fees and charges
Grading	Pass/Fail To achieve a Pass grade, learners **must** achieve all the Learning Outcomes and Assessment Criteria in all the units completed
Operational Start Date	01/04/2021
Review Date	01/04/2027
Operational End Date	
Certification End Date	
Guided Learning (GL)	30 hours
Total Qualification Time (TQT)	31 hours
Credit Value	3
BIIAB Qualifications Limited Sector	Security
Ofqual SSA Sector	01.4 Public Services
Support from Trade Associations	
Administering Office	See BIIAB Qualifications Limited web site

About the BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry	603/7001/4 (England) C00/4378/9 (Wales)

Objective and Purpose of this Qualification

The BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry is designed to show that learners have obtained and can demonstrate the knowledge and skills required to be a CCTV Operator.

The primary purpose of the qualification is to confirm occupational competence. However, employers can also rely on the knowledge provided as meeting nationally recognised standards within security, and more specifically CCTV operation, at this level. As such the sub-purpose is to confirm the ability to meet a 'licence to practise' or other legal requirements made by the relevant sector, professional or industry body.

Under the Private Security Industry Act 2001, all CCTV operators must hold a licence to practise issued by the Security Industry Authority (SIA). Successful completion of this course enables a CCTV operator to meet one of the requirements to apply for their licence. CCTV operators might like to progress by broadening their industry knowledge/employability by taking the BIIAB Level 2 Award for Security Officers in the Private Security Industry and/or the BIIAB Level 2 Award for Door Supervisors in the Private Security Industry.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making

registrations. If you are unsure about the qualification's status please contact BIIAB head office.

About this Guidance

This guidance has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the guidance is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this guidance is updated, centres will be notified by BIIAB Qualifications Limited.

BIIAB Qualifications Limited Customer Service

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our Service Level Agreement is available via www.biiab.co.uk

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Support Contact Details: 0115 854 1620

Email: CustomerSupport@biiab.co.uk

Our Customer Support team will be happy to assist with any administration related enquiries you may have. For example:
- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing

What are Rules of Combination (ROC)?

Under the Regulatory Qualifications Framework (RQF), qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- the total credit value of the qualification

- the amount of credit that must be achieved within specific groups of units (e.g. Mandatory, Optional Unit, and Optional groups)
- the minimum credit which must be achieved at the level or above the level of the qualification
- the Total Qualification Time (TQT)
- the title, Unit Regulation Number and BIIAB Qualifications Limited Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- any barred units (units that cannot be taken together as part of the qualification)

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry, learners **must** complete all units within the qualification. This **must** consist of:

- Minimum total credit: **3**
- Mandatory Group A **minimum** number of units: **2**
- Minimum Guided Learning Hours (GLH): **30** hours
- Total Qualification Time (TQT): **31** hours

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level.

Listed on the next page are the qualification units.

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Mandatory Group A

Unit No.	URN	Unit Title	Level	Credit	GLH	SIA min. contact time (hours)	SIA max. permitted self-study time (hours)	Assessment Method
PWPSI	L/618/5957	Principles of Working in the Private Security Industry	2	2	17	9	8	Multiple-choice questions and practical assessment
PPWCCTVO	Y/618/6030	Principles and Practices of Working as a CCTV Operator in the Private Security Industry	2	1	13	13	Not permitted	Multiple-choice questions and practical assessment

Note: The minimum of 3 days only applies where self-study can be evidenced. If no self-study can be evidenced, the qualification must be delivered for a minimum of 30 hours over 4 days.

It is a requirement that learners undertaking the Level 2 Award for CCTV Operators in the Private Security Industry are trained in:

- Principles of Working in the Private Security Industry
- Principles and Practices of Working as a CCTV Operator in the Private Security Industry

Before the one-to-one CCTV practical assessment is undertaken.

Age Restriction

This qualification is appropriate for learners aged 16 and over, however learners cannot possess a licence until the age of 18.

Entry Requirements and Progression

English Language Pre-requisite for Learners

In the course of their work, security operatives are likely to be required to make calls to the emergency services, or for example communicate to resolve conflict. It is essential that security operatives can communicate effectively. It is the Centre's responsibility to ensure that each learner is sufficiently competent in the use of the English and/or Welsh language. All assessments must be conducted in the medium of English and/or Welsh as appropriate.

Learners should, as a minimum, have language skills in reading, writing, speaking and listening equivalent to the following:

- A B2 Level qualification on the Home Office's list of recognised English tests and qualifications
- A B2 Common European Framework of Reference for Languages (CEFR)
- An ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland
- An ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- Functional Skills Level 1 in English
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
- Essential Skills Wales Communication Level 1
- Essential Skills NI Communication Level 1.

Training centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting the learners forward for training and assessment. All English/Welsh language assessments used by Centres must be agreed with BIIAB Qualifications Limited as part of security centre approval.

Centres must retain this information for all learners against all four competencies for a minimum of three years in line with retention of assessment evidence requirements.

Assessment

Overview of assessment strategy

The qualification contains units that cover both knowledge and competency which are all assessed. The competence elements of the units are assessed through practical assessments and require learners to demonstrate their competence through observation by an assessor. Knowledge assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- Meet the assessment criteria
- Achieve the learning outcomes.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment, and will be based upon the achievement of all of the specified learning outcomes.

In order to assess formally the learners' knowledge, BIIAB Qualifications Limited has developed externally set, externally marked paper-based multiple-choice assessments.

Details of the ordering process, assessment documentation, invigilation requirements to centres and the documentation to be completed can be found in the Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio document, available in the password protected area of CentreZone.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- Be up to date and current
- Reflect the context from which the learner has been taught
- Be flexible to learner needs

Assessment Principles

The Assessment Principles for the Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry have been designed by the Security Industry Authority (SIA) in conjunction with all SIA approved Awarding Organisations. While BIIAB Qualifications Limited has not itself solely designed the strategy, it agrees with the principles and their suitability as an Assessment Strategy for this qualification, it has agreed that this strategy will be applied for this qualification, and it has agreed that it will monitor the compliance of BIIAB Qualifications Limited centres offering this qualification against the criteria. As such all centres and their assessment must adhere to the current Assessment Principles for this qualification.

The Assessment Principles for this qualification can be seen in the section which follows and it provides details of the key requirements for the qualification and the assessors and quality assurers delivering, quality assuring and certificating the qualification.

Qualification Guidance

Principles of Working in the Private Security Industry

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 72 questions. The examination will last for 110 minutes and learners will be required to answer correctly 50 of the 72 questions (50%) in order to pass. The practical assessment is an externally set, internally assessed activity based on the completion of an evidential statement and learners will be required to achieve a pass mark of 100%. Training centres are required to retain copies of the evidential statements completed on record for a minimum of 3 years, the BIIAB Qualifications Limited EQA will sample this activity during a quality assurance visit.

Principles and Practices of Working as a CCTV Operator in the Private Security Industry

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 40 questions. The examination will last for 60 minutes and learners will be required to answer correctly 28 of the 40 questions (70%) in order to pass. The practical assessment is an externally set, internally assessed practical CCTV scenario with portfolio and oservation sheet. The practical assessment must be visually recorded for each learner and is recommended to take approximately 25 minutes. Learners will be required to achieve a pass mark of 100% for the practical assessment. Learners are also required to complete a workbook with short answer questions, the pass mark for these is 80%.

Facilities

Training and assessment for approved licence-linked qualifications must be undertaken in an environment appropriate for training and learning. The environment must be adequately equipped for training, conducive to effective learning and must comply with current Health and Safety requirements.

Equipment for practical demonstrations must be readily available and fit for purpose. For practical scenarios, it is best practice to provide a realistic work environment for the training and assessing aspects of all practical activities. For full details of arrangements for the assessment and examination environment, please refer to BIIAB Qualifications Limited's Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio.

Trainers/Assessors involved in the delivery of Licence-linked qualifications

All trainers/assessors seeking to deliver licence-linked qualifications must have achieved as a minimum:

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Trainer Qualifications

1. Award in Education and Training (Level 3 QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF), Level 6 (SCQF) (or equivalent or above), which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:
   - Level 4 Award in Education and Training (QCF/RQF)
   - Certificate in Education
   - Post Graduate Certificate in Education
   - SVQ/NVQ Levels 3 and 4 in Learning and Development
   - Scottish Training Qualification for Further Education (TQFE)
   - PTLLS, CTLLS or DTLLS
   - Master's in Education

AND

2. A National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) Awareness training which must be completed annually.

Assessor Qualifications

Assessors must hold any of the following qualifications:
- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different Sources of Evidence

OR the following unit from an Assessor qualification:
- Unit 1 Understanding the Principles and Practices of Assessment

OR the following units from a Teaching Qualification:
- Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training
- Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector
- Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector qualification
- Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
- Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
- Assess Vocational Skills, Knowledge and Understanding Level 3 Certificate/Level 4 Diploma in Learning and Development.

It is expected that in most cases the trainer and the assessor will be the same person. If assessors do not hold any of these qualifications/units at the launch of the security qualifications, they will have until 30 September 2022 to achieve them.

Internal Quality Assurer (IQA) requirements

All those seeking to undertake internal quality assurance activities for licence-linked qualifications must have achieved as a minimum one of the following:
- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

OR the following unit from an IQA qualification:
- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

If IQAs do not hold any of these units by the launch of the security qualifications, they will have until 30 September 2022 to achieve one.

The Centre is required to have access to at least one qualified IQA by 30 September 2022 with security sector competency relevant to the area they are quality assuring and who is familiar with the course content of the units that they are quality assuring.

Centre personnel who wish to check their eligibility may do so by contacting BIIAB Qualifications Limited.

Occupational Competence required by Trainers and Assessors

Trainers and assessors delivering licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

BIIAB Qualifications Limited will require sufficient information about a trainer's and assessor's occupational competence for consideration in the approval process. Occupational competence will normally come from working in the private security industry but other relevant experience may be acceptable and will be considered by BIIAB Qualifications Limited on a case by case basis. There is no requirement for a trainer or assessor to have a current SIA licence.

Other relevant experience could come from employment in:
- Armed services
- Police service
- Security industry

- Prison service

To ensure that trainers and assessors have the right occupational competence, the SIA and BIIAB Qualifications Limited require trainers and assessors new to the sector (i.e. this is their first role as a trainer or assessor in the security sector as identified from their CV) to have two years' frontline operational experience in the last five years in the UK, relevant to the qualifications that they are delivering. This operational experience can be achieved from full/part-time/weekend employment and achieved in blocks of employment as long as it meets the threshold above.

Existing trainers and assessors must demonstrate to BIIAB Qualifications Limited that they are taking sufficient steps to keep their occupational competence up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector. Trainers and assessors must be able to demonstrate evidence of a suitable level of continued professional development (CPD) in the sector. This should include the equivalent of at least 40 hours every year spent in a combination of training, increasing professional knowledge through other means or working in the industry. This CPD record must show that the National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) awareness training has been completed on an annual basis.

It is the responsibility of training centres to retain the CPD information of trainers and assessors. BIIAB Qualifications Limited and the SIA reserve the right to spot check this information for accuracy and quality assurance purposes. This evidence must be retained for a minimum of three years for audit purposes.

The SIA may publish additional requirements for trainers as and when they are agreed. Trainers looking to deliver licence-linked qualifications should ensure that they are fully familiar and compliant with the requirements as communicated by BIIAB Qualifications Limited.

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the assessor

- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence

BIIAB Qualifications Limited expects most appeals from learners to be resolved within the centre. BIIAB Qualifications Limited will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB Qualifications Limited's appeals procedure please refer to https://biiab.co.uk/policies-and-procedures/

Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB Qualifications Limited suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Multiple-choice assessments (externally set, externally marked)
- Documentation for the practical assessments
- Sample assessments
- Access to the units
- Learning support materials

All of these resources are available on request.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB Qualifications Limited includes the mandatory units within this guidance document.

Design and Delivery

Centres must refer to the units that form the qualification and the standard that must be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that forms part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning hours (GL).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GL, will include the estimated number of hours spent in preparation, study or any other supervised learning, study or assessment for an average learner. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB Qualifications Limited will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learners' needs.

Use of self-study

The SIA and BIIAB Qualifications Limited recognise that there is some learning that contributes to the achievement of the licence-linked qualifications that can be completed through self-study.

Where a Centre wishes to use self-study in this way, they must firstly inform BIIAB Qualifications Limited. The Centre must detail within their quality management processes each of the following:

- The areas of learning to be delivered by self-study
- The method of self-study to be used
- The number of hours to be covered by the self-study material
- A robust and auditable method for determining that learners have undertaken the self-study

It is important the materials used clearly show learners how many hours of learning they are expected to undertake and that they are given sufficient time to allow them to complete it before their course begins. It is also a requirement

that the centre checks these during training to ensure appropriate learning has occurred. This will be quality assured by BIIAB Qualifications Limited through external quality assurance processes.

Self-study may be used to deliver up to eight hours of Principles of Working in the Private Security Industry (PWPSI). The Learning Outcomes that can be delivered via distance learning are:

- LO1: Know the main characteristics and purposes of the Private Security Industry (2 hours)
- LO2: Understand legislation as it applies to a security operative (2 hours)
- LO4: Understand the importance of safe working practices (2 hours)
- LO5: Understand fire procedures in the workplace (1 hour)
- LO11: Understand good practice for post incident management (1 hour)

Suitable methods of self-study include prepared, high quality:

- On-line learning materials or courses that the learner must navigate
- Workbooks that the learner must work through and complete
- Learning materials that the learner can use to cover specified areas of content

Training centres are reminded that any self-study material used must be retained for a minimum of 3 years in line with retention of assessment evidence requirements.

Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this guidance document will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (http://register.ofqual.gov.uk).

Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is

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included within. BIIAB Qualifications Limited also assign unique unit numbers which is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision
of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

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Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at https://www.biiab.co.uk/policies-and-procedures/

BIIAB Qualifications Limited is committed to ensure that:

- approved centres operate an equal opportunities policy
- approved centres communicate the policy to staff and learners
- approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements

Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at https://www.biiab.co.uk/policies-and-procedures/

Qualification Review and Feedback

BIIAB Qualifications Limited is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB Qualifications Limited will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

Mandatory Units

The following units are mandatory for this qualification.

Principles of Working in the Private Security Industry

Unit Reference	L/618/5957
BIIAB Reference	PWPSI
Level	2
Credit Value	2
Guided Learning (GL)	17 (8 hours allowed for Distance Learning)
Unit Summary	The purpose of this unit is to provide the learner with the knowledge of the principles of working in the Private Security Industry.
Learning Outcomes (1 to 11) The learner will:	**Assessment Criteria (1.1 to 11.4)** The learner can:
1. Know the main characteristics and purposes of the Private Security Industry	1.1 Identify the key purposes of the private security industry 1.2 State the aims and functions of the Security Industry Authority (SIA) 1.3 Recognise the required standards of behaviour of a security operative 1.4 Identify the benefits of community safety initiatives 1.5 Recognise how assignment instructions support the Security Operative role 1.6 Recognise how each security operative role may use CCTV 1.7 Identify the limitations of CCTV within the security operative role 1.8 State the purpose of the Approved Contractor Scheme
2. Understand legislation as it applies to a security operative	2.1 Identify the differences between Civil and Criminal Law 2.2 State the main aims of the Private Security Industry Act 2001

	2.3 Identify key legislation relating to promoting equality and diversity in the workplace
	2.4 Identify licensable roles under the Private Security Act
	2.5 Identify how data protection regulation impacts on the security operative
3. Understand arrest procedures relevant to security operatives	3.1 State the meaning of arrest
	3.2 Identify offences for which a security operative can make an arrest
	3.3 Identify the limitations to a security operative's powers of arrest
	3.4 State procedures to follow when making an arrest
	3.5 State why an arrest should only be made as a last resort
	3.6 State procedures following an arrest
	3.7 State what is meant by 'reasonable' and 'necessary' force
4. Understand the importance of safe working practices	4.1 Identify responsibilities under the Health and Safety at Work etc. Act
	4.2 Identify the risks of lone working within the private security industry
	4.3 Identify typical workplace hazards and risks
	4.4 State how to minimise risk to personal safety at work
	4.5 Identify safety signs and signals

	4.6 State procedures to be followed for recording and reporting accidents and health and safety incidents 4.7 Identify ways to keep personal information safe
5. Understand fire procedures in the workplace	5.1 Identify the elements that must be present for fire to exist 5.2 State the actions to be taken upon discovering a fire 5.3 Identify basic fire safety controls 5.4 Identify classifications of fire 5.5 Identify the different types of fire-fighting equipment 5.6 Identify the role of a fire marshal in the event of an emergency
6. Understand emergencies and the importance of emergency procedures	6.1 Identify the key emergency terms 6.2 Identify different types of emergencies within the workplace 6.3 Recognise how people react when emergencies occur 6.4 Identify actions to be taken in an emergency situation 6.5 Identify the role of the security operative in relation to first aid incidents 6.6 Recognise evacuation principles
7. Understand how to communicate effectively as a security operative	7.1 Identify the different types of communication

	7.2 State the importance of effective communication
	7.3 Identify the benefits of teamwork in the private security industry
	7.4 State the principles of customer service
	7.5 Recognise diverse customer needs and expectations
8. Understand record keeping relevant to the role of the security operative	8.1 State the importance of accurate record keeping
	8.2 Identify the types of records that may need to be completed
	8.3 Identify what information to include in records
	8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement)
	8.5 State the process of attending court to give evidence
9. Understand terror threats and the role of the security operative in the event of a threat	9.1 Identify the different threat levels
	9.2 Recognise the common terror attack methods
	9.3 Recognise the actions to take in the event of a terror threat
	9.4 identify the procedures for dealing with suspicious items
	9.5 Identify behaviours that could indicate suspicious activity
	9.6 Identify how to respond to suspicious behaviour

10. Understand how to keep vulnerable people safe	10.1 Recognise duty of care with regard to vulnerable people
	10.2 Identify factors that could make someone vulnerable
	10.3 Identify actions that the security operative should take towards vulnerable individuals
	10.4 Identify behaviours that may be exhibited by sexual predators
	10.5 Identify indicators of abuse
	10.6 State how to deal with allegations of sexual assault
	10.7 State how to deal with anti-social behaviour
11. Understand good practice for post incident management	11.1 Identify sources of post incident support available
	11.2 State why accessing support following an incident is important
	11.3 State the benefits of reflecting on incident
	11.4 Identify why it is important for security operatives to contribute to improving practice

Principles and Practices of working as a CCTV operator in the private security industry

Unit Reference	Y/618/6030
BIIAB Reference	PPWCCTVO
Level	2
Credit Value	1
Guided Learning (GL)	13
Unit Summary	The learner will be able to understand the role and legal implications attributed to a CCTV Operator and enable the operator to demonstrate that they are able to use the equipment, identify and respond appropriately to multiple incidents and produce supporting evidence for an audit trail.

Learning Outcomes (1 to 9) The learner will:	Assessment Criteria (1.1 to 9.1) The learner can:
1. Understand the purpose of a surveillance (CCTV) systems and the roles and responsibilities of control room team and other stakeholders	1.1 Identify the different uses of public space surveillance (CCTV) systems

1.2 State the roles and responsibilities of each member of the control room team

1.3 Identify the roles of other stakeholders in public space surveillance (CCTV) systems

1.4 State how to work effectively with a range of stakeholders and other agencies |
| 2. Understand the different types of legislation and how they impact on Public Space Surveillance (CCTV) operations | 2.1 Identify how the Data Protection Act impacts on to the role of a CCTV Operator

2.2 Identify how the Freedom of Information Act impacts on public space surveillance (CCTV) operations

2.3 Identify how the Protection of Freedoms Act impacts on public space surveillance (CCTV) operations

2.4 Identify how human rights impact on public space surveillance (CCTV) operations |

	2.5 Identify how the principles of covert surveillance impact on public space surveillance (CCTV) operations
	2.6 Identify how the offence of voyeurism impacts on public space surveillance (CCTV) operations
	2.7 Recognise the impact of Codes of Practice on public space surveillance (CCTV)
	2.8 Identify how the use of unmanned aerial vehicles (UAV) is controlled
3. Understand the importance of operational procedures in public space surveillance (CCTV) operations	3.1 State why operational procedures are necessary to public space surveillance (CCTV) operations
	3.2 Identify the key elements of an operational procedures' manual
	3.3 State how the operational procedures manual impacts on public space surveillance (CCTV)
	3.4 State the procedure for creating an evidential audit trail
4. Understand how public space surveillance (CCTV) systems equipment operates	4.1 Identify how the different components of a surveillance system operate
	4.2 Identify the purpose of functional checks on control room equipment
5. Understand Surveillance techniques	5.1 Explain a range of surveillance techniques
	5.2 State the standards for capturing evidential images
	5.3 State actions to take when dealing with multiple incidents

6. Understand different types of incidents and how to respond to them	6.1 Recognise the difference between a crime and non-crime incident 6.2 Identify the CCTV Operators response to a crime and non-crime incident
7. Understand health and safety in the CCTV environment	7.1 State the guidelines for CCTV operators under the display screen equipment regulations 7.2 Identify the factors in CCTV operations which may create stress for operators and how to deal with them 7.3 Identify specific risks and controls when working in CCTV operations
8. Demonstrate operational use of CCTV equipment	8.1 Demonstrate functional checks on control room equipment 8.2 Demonstrate how to use surveillance equipment 8.3 Demonstrate surveillance techniques 8.4 Demonstrate effective use of communication devices 8.5 Obtain an evidential image
9. Produce evidential documentation	9.1 Produce documents required for the audit trail