



**LEVEL 2**

**CCTV Operations (PSS)**

**COURSE**

**JOINING INSTRUCTIONS**

# Course Information

## Course Aim

To provide students with sufficient knowledge and information to meet the requirements of the Security Industry Authority (SIA) to complete and successfully pass the course in order to apply for an SIA licence to work as a CCTV Operative (Public space Surveillance) within the Private Security Industry.

## Qualification

Successful candidates will gain a QCF Level 2 Certificate Award in CCTV Operations.

## Awarding Body

Highfield Awarding Body for Compliance (HABC); [www.highfieldabc.com](http://www.highfieldabc.com) HABC have laid down guidelines that the course is to be completed within a minimum of 32 guided learning hours.

## Identification

**ALL STUDENTS MUST BRING SUITABLE IDENTIFICATION (ID) WITH THEM ON DAY ONE OF THE COURSE.** A list of acceptable ID is provided at the end of these instructions. Military personnel note your Service ID Card is not on the list and therefore is not suitable

## Course in Outline and Assessment Method

The course is designed to be delivered over four days and the assessments for each of the three modules are as follows:

This qualification is assessed through 3 multiple-choice examinations.

### Unit 1: Working in the Private Security Industry

This unit is assessed by a 25 question multiple-choice examination, the duration of which is 40 minutes. To be successful, learners must achieve a score of at least 18 out of 25.

### Unit 2: Working as a CCTV Operator

This unit is assessed by a 40 question multiple-choice examination, the duration of which is one hour. To be successful, learners must achieve a score of at least 28 out of 40.

### Unit 3: Practical use of a CCTV System

This unit is assessed by the tutor and externally moderated by HABC.

#### Examination Failure

If a student is to fail any written exam they will be given a second attempt to re-sit a further exam at a later date, there is no additional charge for a student to re-sit a failed written test.

#### Timings

9am – 5pm (note: Day one **9.30am** start time)

The daily start time is 0900hrs and day time instruction finishes at approximately 3pm ready to start the question papers.

#### Booking Confirmation

Your place on the course will only be secured once Impact has received a deposit of 20% of the overall course cost.

Military personnel who are using their ELC funding as payment will only be secured a place on the course once Impact has received your 20% ELC funding contribution. It is very important that you send a copy of your Claim Authorisation Note (CAN) to Impact's Training Manager when you receive this from ELCAS. Should your ELC application be rejected you are to inform Impact of this decision.

#### Previous Security Qualifications

Students **must bring all their previous security qualification certificates** as proof of their current qualification. Failure to do so can result in students not being able to start the course.

# Course Administration

## Venue Location and Postal Address

Impact Training Centre  
Unit 15, Peartree Business Centre, Peartree Road, Colchester, Essex **CO3 0JN**

Tel: 01206 562 366

Email: [info@impact-security.com](mailto:info@impact-security.com)

Web: [www.impact-security.com](http://www.impact-security.com)



Entrance  
Peartree Business Centre

Continue to the bottom of the road and take the last turning on the left, look right and head for Unit 15.

## Car Parking

Unfortunately parking at the Training Centre is **reserved only for employees**. Please **DO NOT PARK** in Impact's parking bays or in any of the neighbouring business's private parking spaces.

Adequate parking is available in the car park at Peartree Retail Centre, CO3 0LE behind Topps Tiles (see photo below). Please be aware half this car park is restricted parking and you will be penalised if you park in the restricted areas. Peartree Retail Centre is only a 5 minute brisk walk (always good to start and end the day with a brisk walk in the fresh air).



## Public Transport

The nearest railway stations are Marks Tey or Colchester North Station. If travelling by bus; Dugard Avenue/Moss Road is the destination required on the local bus route.

## Accommodation

Impact Security can provide accommodation at reduced rates at:

Stoke by Nayland Hotel, Golf & Spa  
Keepers Lane, Leavenheath, Colchester, Essex CO6 4PZ  
[www.stokebynayland.com](http://www.stokebynayland.com)

Should you require to use the above accommodation please contact us for your discounted booking reference with the hotel.

Military personnel can request use of transit accommodation at one of the barracks within 16 Air Assault Brigade. Most commonly used is Merville Barracks, Colchester, Essex CO2 7UT.

## Refreshments

There is a vending machine within the classroom dispensing both hot and cold drinks. There are no student kitchen facilities at the centre although there is a fridge to store sandwiches etc. A mobile sandwich van patrols the area every day. Within a short walk there is a chip shop, portable burger van, local supermarket and a small coffee shop.

## Clothing (Dress States)

Please ensure that you wear comfortable relaxed clothing for the classroom study.

## Medical and Health Matters

On arrival all students are requested to complete a medical history form. If you have any medical conditions or allergies that you think may hinder you on the course, then you must bring this to the attention of the course tutor. Training staff reserve the right to remove a student from the course should they feel the student is at risk of injury due to health matters?

## Personal Details

Students are requested to have completed serials **3 to 6** on the attached Personal Details Form (attach a passport photo) and bring this with you for day one of the course.

## Removal from Course (Expected Behaviour)

The course is delivered in a relaxed but professional manner and participants are asked to be of the same manner throughout the course.

Training staff reserve the right to ask a student to be removed from the course, should it be felt that the student's behaviour is inappropriate towards the staff or other students. Should this be the case then no refund of course costs will be given.

### **Stationary**

All students will be issued with a Course Training Book on arrival. You are advised to bring your own note books, pens and any addition stationary as you see fit.

### **Timekeeping**

The course has a lot of detail to get through each day, so time is of the essence. Therefore, please ensure that you are on time for each session so that others are not waiting unnecessarily for you.

### **Alcohol**

No alcohol is to be consumed during training breaks. Any individual who breaches this condition may be removed from the course at the discretion of the course tutors.

### **Drugs**

Impact Security Services Ltd operates a drug free training culture. Any individual who is caught taking illegal or un-prescribed drugs, or who is caught in possession of such items will be removed from the course and if necessary reported to the Police.

### **Photos**

Videeing and the taking of pictures is not permitted by students without the express written permission of Impact Security Services Ltd. Training staff at times will video and or take photographs of students during the course. These video clips and photographs are sometimes used as part of the company's advertisements. If you do not want to be part of this, please ensure you inform the training tutor at the start of the course.

### **Point of Contact (POC)**

Prior to the course if you have any questions or concerns please do not hesitate to contact our Training Manger, Dennis:

Tel: 01206 562366

Mob: 07701 076735

Email: [dennis@impact-security.com](mailto:dennis@impact-security.com)

Web: [www.impact-security.com](http://www.impact-security.com)

# Validation ID

The list below details all forms of identification for which we can accept for the course.

## You must bring with you:

TWO types of ID from Group A, at least one ID must show your current address and at least one ID must show your date of birth (DOB). If you cannot produce two ID's from Group A, you must produce: One ID from Group A and Two ID's from Group B;

### Group A

- Signed valid passport of any nationality
- Signed UK photo driving licence (BOTH PARTS)
- UK Birth Certificate or certified copy (NOT A PHOTOCOPY)

**Note:** *In layman's terms it makes life very easy if you could bring:*

### **Two ID's from Group A.**

However, If you do not have two from group A you must bring at least one from group A and then also bring two from group B.

an example:

Signed driving licence, plastic card and paper part (A) + Bank or Building Society Statement (B) + Utility Bill (B). Each must have your current address on.

### Group B

- Valid EU photo ID card
- Valid UK firearms licence with photo
- Signed UK paper driving licence
- Marriage certificate or civil partnership certificate, with translation, if not in English
- Certified copy (not photocopy) of a UK birth certificate issued more than 12 months after date of birth
- Non UK birth certificate, with translation if not in English
- P45 statement of income for tax purposes issued in last 12 months
- P60 annual statement of income tax purposes issued in last 12 months
- Bank or building society statement issued to current address, less than 3 months old (can be different banks/building society)
- Mortgage statement issued in last 12 months
- Gas, electric, phone, water, satellite, cable bill issued to current address within last 3 months. **You can only use one utility bill in support of your application.**
- Pension, endowment or ISA statement issued in last 12 months
- British work permit or visa issued in last 12 months
- Letter from HMRC, DWP, Job Centre, or local issued within last 3 months. More than one letter can be used if issued by different government departments or different local authorities.
- Credit card statement for current address within last 3 months
- Council Tax statement issued in the last 12 months
- Child benefit book issued in the last 12 months
- UK adoption certificate

In addition to the above, you must bring: **x 2 (Recent) PASSPORT PHOTOS**