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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Operate effectively within a specified control room environment

SAQA US ID	UNIT STANDARD TITLE			
11513	Operate effectively within a specified control room environment			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Security				
QUALITY ASSURING BODY				
-				
FIELD			SUBFIELD	
Field 08 - Law, Military Science and Security			Safety in Society	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	NQF Level 04	15
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This unit standard is for relevant personnel to function competently within a specified control room environment.

Benefit for society of this unit standard is that the person who completes this will contribute to safety in society.

A person credited with this unit standard will be able to:

- Prepare workstation for commencement of duty.
- Monitor and action emergency & non emergency signals
- Deal effectively with relevant role players.
- Conclude operations for effective handover.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

The following knowledge, skills, attitude and/or equivalent:

- A knowledge, comprehension and application of language and mathematical skills at NQF level 03.

UNIT STANDARD RANGE

This unit standard applies to persons who competently monitor and action emergency and non-emergency signals.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Prepare workstation for commencement of duty.

OUTCOME RANGE

Workstation must include:

- Place of duty

Documentation must include:

- Occurrence Books, Incident report forms, Emergency numbers, Telephone numbers, etc.

Operational requirements must include:

- Personnel, equipment, area of responsibility, main duties, communications, etc.

Equipment must include:

- Radios, Telephone, Electronic & digital monitoring systems, Computers, etc.

Presentation must include:

- Dress, appearance, working environment.

Fit for purpose must include:

- Presentable, clean and good working order.

Work procedures must include:

- Rules regulations and procedures pertaining to the main duty.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Control room documentation verifies effective take over.

ASSESSMENT CRITERION 2

2. Orders and instructions confirms operational requirements.

ASSESSMENT CRITERION 3

3. Personal presentation, equipment and resources are fit for purpose.

ASSESSMENT CRITERION 4

4. Control room work procedures are current and available.

SPECIFIC OUTCOME 2

Monitor and action emergency and non-emergency signals.

OUTCOME RANGE

Workplace procedures must include:

- Rules, regulations and procedures

Monitored must include:

- Receiving of information via Electronic, digital and/or other Telecommunication systems

Actioned must include:

- Processing of information received

Relevant role players must include:

- Response personnel
- Customer/client
- Emergency services
- Official & statutory Institutions.

Assessment must include:

- Categorising the information according to levels of priority.

Signals must include:

- Emergency and non-emergency signals received

Feedback must include:

- Information received from the role players responding to the situation

Recording of outcome must include:

- Permanent recording/storing of information

ASSESSMENT CRITERIA**ASSESSMENT CRITERION 1**

1. Monitored signals are identified correctly.

ASSESSMENT CRITERION 2

2. Signals and information are assessed as to level of priority.

ASSESSMENT CRITERION 3

3. Emergency and non-emergency signals are actioned correctly to relevant role players.

ASSESSMENT CRITERION 4

4. Factual and accurate feedback on the situation is obtained.

ASSESSMENT CRITERION 5

5. Outcomes in accordance with workplace procedures are recorded in detail.

SPECIFIC OUTCOME 3

Communicate effectively with relevant role players.

OUTCOME RANGE

Client relations must include:

- Responding officer/personnel.
- Clients and extraordinary clients.
- Emergency services
- Official & Statutory Institutions.

Effective communication/voice skills must include:

- Negotiation skills
- Dealing with traumatised/emotional persons.

ASSESSMENT CRITERIA**ASSESSMENT CRITERION 1**

1. Appropriate interpersonal skills ensure effective client relationships.

ASSESSMENT CRITERION 2

2. Safety of relevant role players is ensured through effective communication skills.

ASSESSMENT CRITERION 3

3. Victims of crime/incidents are comforted through effective voice skills.

ASSESSMENT CRITERION 4

4. Efficiency of actioning process is ensured by competent operator communication skills.

SPECIFIC OUTCOME 4

Conclude operations for effective handover.

OUTCOME RANGE

Debriefing must include:

- Crucial and relevant information regarding incidents and situations encountered during the shift.

Reports must include:

- Incident reports, Situation reports, reports on faulty equipment, etc.

Inspection must include:

- Physical examination of workstation.

ASSESSMENT CRITERIA**ASSESSMENT CRITERION 1**

1. Document and submit all relevant reports for final data capturing/storage.

ASSESSMENT CRITERION 2

2. Transferring of orders and instructions to the next shift ensures satisfactory completion of incidents still in progress.

ASSESSMENT CRITERION 3

3. Debriefing on incidents occurred during the present shift improves operational effectiveness.

ASSESSMENT CRITERION 4

4. Inspection and acceptance of workstation verifies effective hand over.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

1. Anyone assessing a learner against this unit standard must be registered as an assessor with the POSLEC ETQA/and any other body with whom a MOU was entered into.
2. Any institution offering learning that will enable achievement of this unit standard must be accredited as a provider through the POSLEC ETQA by SAQA/and any other body with whom a MOU was entered into.
3. Moderation of assessment will be overseen by the POSLEC ETQA/and any other body with whom a MOU was entered into according to the moderation guidelines in the relevant qualification and the POSLEC ETQA/and any other body with whom a MOU was entered into, procedures.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

Refer to the Specific Outcomes and the Assessment Criteria contained in this unit standard and specifically to:

- A comprehensive understanding of the usage & maintenance of relevant equipment
- A comprehensive understanding of relevant legislation.
- A comprehensive understanding of relevant computer technology.
- A comprehensive understanding of radio/digital and telephone procedures
- A comprehensive understanding of client/public relations
- A comprehensive understanding of emergency and non-emergency procedures
- A comprehensive understanding of police and emergency services structures.
- A comprehensive understanding of levels of priority
- A comprehensive understanding of workplace specific codes & signals.
- A broad understanding of responding procedures
- A broad understanding of applicable electronic systems
- A broad understanding of trauma debriefing

Critical Cross-field Outcomes (CCFO):**UNIT STANDARD CCFO IDENTIFYING**

Identify and solve problems related to the correct factual and accurate feedback on situation obtained.

UNIT STANDARD CCFO ORGANISING

Organise oneself and one`s activities so that emergency and non-emergency signals are correctly monitored.

UNIT STANDARD CCFO COLLECTING

Collect, analyse, organise and critically evaluate information related to monitored emergency and non emergency signals and enable the correct actioning thereof to relevant role players.

UNIT STANDARD CCFO COMMUNICATING

Communicate effectively when dealing with relevant role players.

UNIT STANDARD CCFO DEMONSTRATING

Understand the world as a set of related systems in that signals and information are assessed as to level of priority.

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	QUALITY ASSURING BODY
Elective	58577	National Certificate: General Security Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA
Elective	22491	Further Education and Training Certificate: Specialist Security Practices	Level 4	NQF Level 04	Passed the End Date - Status was "Reregistered"	2006-11-16	SAS SETA
Elective	58696	National Certificate: Close Protection	Level 5	New Level Assignment Pend.	Reregistered	2015-06-30	SAS SETA

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