
CONTROL ROOM OPERATOR TRAINING PROSPECTUS 2022 PROGRAM



ISASA SECURITY TRAINING

SPECIALISTS IN SECURITY CCTV CONTROL ROOM OPERATIONS



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This material is specifically designed by ISASA Security Training cc to enhance and to serve as a guide for the further development and customization of company specific, learner specific and situational-specific learning interventions.

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ISASA Security Training cc
SASSETA Accreditation Reg No. 151999692449
PSIRA Reg. No: 1622401

LEVEL 101

CCTV CONTROL ROOM OPERATOR SKILLS TRAINING (ALIGNED TO SAQA NQF 11513)

Why choose this training course?

- ➔ Provides individuals with formal CCTV operator skills training standards.
- ➔ Empowers learners to gain an understanding and knowledge of the fundamentals of security and CCTV security control room operations.
- ➔ Aids in the development of highly effective and proactive CCTV security surveillance workforce.
- ➔ Improves employment prospects and reduces a high staff turnover.
- ➔ Enhances an ROI (return on investment).

Course Outcomes

The course prepares you to undertake the role of a CCTV Operator where you will track, log, and report activities within a specified control room environment. The course is designed anyone who requires formal training and certification in CCTV control room operations.

- ➔ Prepare workstation for duty.
- ➔ Monitor and action emergency and non-emergency signals.
- ➔ Communicate effectively with the relevant role players.
- ➔ Conclude operations for effective handover.

Entrance requirements

- ➔ Grade 12 (Matric) English language (spoken & written).
- ➔ Fundamental knowledge of CCTV surveillance and security control room operations.
- ➔ Smart phone/laptop/computer connectivity with audio
- ➔ Individual email address.
- ➔ Internet Access
- ➔ Registration mandatory.
- ➔ Copy of ID document.

Cost per person

ZAR R4 850,00 per person (excl. 15% vat)

Delivery

- ➔ 3-days online via Zoom / Class
- ➔ 08:00 – 15:00 (approx.)

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

Materials

Knowledge tests, assignments, and delegate handouts.

Course requirements

Virtual online - Webcam, audio, and stable internet connection required.

Curriculum

- 1 Introduction to CCTV surveillance and security control rooms**
 - ⇒ Fundamentals of CCTV Surveillance
 - ⇒ Function of The Control Room
 - ⇒ Legal Environment
- 2 CCTV and the Surveillance Operator**
 - ⇒ Operator Roles & Responsibilities
 - ⇒ CCTV Operator Competencies & Skills
 - ⇒ Professionalism and Presentation
 - ⇒ Defining Operating Requirements
 - ⇒ Code of Conduct – Purpose, Confidentiality, Data Protection, Health & Safety
- 3 CCTV Control Room Documentation**
 - ⇒ Control Room Documentation/Registers
 - ⇒ OB Book
 - ⇒ Pocket Book
 - ⇒ Message /Instruction Book
 - ⇒ Incident Book
 - ⇒ Other Security Registers
- 4 Control Room Operations**
 - ⇒ Standard Operating Procedures
 - ⇒ CCTV & Control Room Equipment
 - ⇒ Pre-Shift Equipment Checks
 - ⇒ Control Room Access
 - ⇒ Shift Handover & Takeover
- 5 Communication with relevant role players**
 - ⇒ Communication Skills
 - ⇒ Radio Procedures
 - ⇒ Briefing & Debriefing
 - ⇒ Transferring Orders and Instructions
 - ⇒ Basic Report Writing Skills
- 6 Incident management**
 - ⇒ Incident Response Plan & Management
 - ⇒ Role & Management of Alarms
 - ⇒ Emergency Procedures & Evacuation
 - ⇒ Obtaining, Storing and Sharing CCTV Evidence
 - ⇒ Incident Reporting & online reporting systems
- 7 Data Management & Evidence storage**
 - ⇒ Collection of evidence
 - ⇒ Recording and retaining of evidence
 - ⇒ Sharing of Data / Information
 - ⇒ Storage of evidence
- 8 Increasing Detection**
 - ⇒ Increasing detection
 - ⇒ Artificial intelligence THE NEW ERA
- 9 ISASA CCTV Body Language & Observations Skills Training**
 - ⇒ Observation skills
 - ⇒ Camera tracking techniques
 - ⇒ Behavioural analysis

LEVEL 201 – CCTV BODY LANGUAGE & OBSERVATION SKILLS TRAINING

Why choose this training course?

- ➔ Empowers learners to gain an understanding and knowledge of the fundamentals of observation techniques.
- ➔ Increases the skills to ensure a proactive CCTV workforce.
- ➔ Improves detection skills.
- ➔ Increases visual and analytical skills.
- ➔ Reviews monitoring and operational skills.

Candidates will acquire knowledge and understanding of the requirements of body language and, gain the confidence to detect and respond to incidents in an efficient and competent manner.

Emphasis is on the individual's visual and analytical skills which are targeted and developed using extensive video footage thus allowing the delegates to take away visual and processing skills, rather than just theoretical knowledge.

Entrance requirements

- ➔ Grade 12 (Matric) English language (spoken & written).
- ➔ Fundamental knowledge of CCTV surveillance and security control room operations.
- ➔ Smart phone/laptop/computer connectivity with audio.
- ➔ A valid email address.
- ➔ Internet access.
- ➔ Booking & Registration is mandatory.
- ➔ Copy of ID document to be submitted.

Cost per person

ZAR R2 850 (excl. 15% vat)

Course Content

- ➔ Surveillance and the control room operator.
- ➔ Incident detection & role identification.
- ➔ CCTV monitoring skills & requirements.
- ➔ Developing a proactive approach.
- ➔ Active observation and visual analysis.
- ➔ Increasing levels of awareness.
- ➔ Detecting and identifying anomalies.
- ➔ Effective use of camera views
- ➔ Identifying non-verbal behaviour.
- ➔ Evidence collection & storage.

Delivery

- ➔ 2-days online via Zoom.
- ➔ 08:00 – 15:00 (approx.)

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

Materials

Knowledge tests, assignments, and delegate handouts.

Course requirements

Webcam, audio, and stable internet connection required.

LEVEL 301- 19SASSETA08 CONTROL ROOM SKILLS PROGRAMME CREDITS 31

Why choose this training course?

- ➔ Provides individuals with formal control operator skills training standards
- ➔ Empowers learners to gain an understanding and knowledge of the fundamentals of security control room operations
- ➔ Aids in the development of a highly effective and proactive security control room workforce
- ➔ Improves employment prospects and reduces a high staff turnover
- ➔ Enhances an ROI (return on investment)

The course prepares you to undertake the role of a security control room operator where you will track, log, and report activities within a specified control room environment.

The course is designed for anyone requiring SASSETA credit-bearing training. Learners will acquire knowledge and understanding of the requirements and responsibilities of a professional control room operator and gain the confidence to deal with incidents in an efficient and competent manner.

Entrance requirements

- ➔ SASSETA registration requirements apply (Mandatory)
- ➔ Grade 12 (Matric) English language (spoken & written).
- ➔ Registration mandatory
- ➔ Assessment and moderation processes are mandatory

Course outcomes.

- ➔ **US 246694 NQF Level 3 Credits 4**
Explain the requirements for becoming a security service provider.
- ➔ **US11513 NQF Level 4 Credits 15**
Operate effectively within a specified control room environment
- ➔ **US114979 NQF Level 3 Credits 2**
Operate a computer workstation in a business environment
- ➔ **US 113852 NQF Level 3 Credits 10**
Apply occupational health, safety, and environmental principles

Cost per person

- ➔ ZAR R 12 850,00 per person (excl. 15% vat)
- ➔ Additional costs apply - Travel / Accommodation / Meals

Delivery

- ➔ To be delivered over a period in accordance with notional hours. A mandatory requirement for a Skills Programme. Minimum duration of 25 days.
- ➔ On-site contact training
- ➔ Scheduled sessions by arrangement only.
- ➔ Booking & registration essential
- ➔ Covid-19 regulations apply.
- ➔ Times 08h00 – 15h00

Certificate

SASSETA Learner Achievement Certificate. **Note:** Waiting periods apply due to SETA submission processes.

Materials

Knowledge tests, assignments, and delegate handouts.

Methods & Materials

- ➔ POE learner Workbook completion & submission.
- ➔ Delegate handouts.
- ➔ Formative, summative, and final summative assessments.

Requirements

- ➔ Client to provide a suitable training venue with data projector facilities.
- ➔ Covid -19 compliant venue.

Level 401

ISASA Security Training

Control Room Supervisor

Why choose this training course?

Successful supervisor of a control room team in the workplace demands a varied set of skills.

This course is designed to:

- ➔ Provide leadership skills with the control room environment.
- ➔ Aids in the development of highly effective and proactive Control Room Supervisor
- ➔ Provide the learner with a sound grasp of communications, code of practice, team motivation and planning.
- ➔ Provide the learner with the ability to solve a wide range of day-to-day challenges.
- ➔ Enhances an ROI (return on investment).

Entrance requirements

- ➔ Grade 12 (Matric) English language (spoken & written).
- ➔ Fundamental knowledge of CCTV surveillance and security control room operations.
- ➔ Smart phone/laptop/computer connectivity with audio
- ➔ Individual email address.
- ➔ Internet Access
- ➔ Registration mandatory.
- ➔ Copy of ID document.

Cost per person

ZAR R5 250 (excl. 15% vat)

Delivery

- ➔ 2-days online via Zoom / Microsoft Teams
- ➔ 08:00 – 15:00 (approx.)

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion.

Course Content

- ➔ Principles and functions of management
- ➔ Delegation
- ➔ Decision making
- ➔ Coaching
- ➔ Time management
- ➔ Risk management
- ➔ Human resources
- ➔ Communication
- ➔ Motivation
- ➔ Disciplinary procedures
- ➔ Ethics in the workplace
- ➔ Quality management

Materials

Knowledge tests, assignments, and delegate handouts.

Course requirements

Webcam, audio, and stable internet connection required.

Level 501 ISASA Security Training Control Room Management

Why choose this training course?

This training course will give you a high level of expertise to perform as an accomplished control room manager. You will be able to operate and maximize the performance of your control room, equipment, and staff. This course is designed for aspiring control room managers and executive level staff who are responsible for the overall management of personnel, processes and technology.

You will also gain the ability to implement new control room procedures or update and improve existing operations and practices. The course will enable you to develop teamwork within the workforce, ensuring high morale through effective motivational methods.

Entrance requirements

- Grade 12 (Matric) English language (spoken & written).
- Fundamental knowledge of CCTV surveillance and security control room operations.
- Smart phone/laptop/computer connectivity with audio.
- An email address.
- Internet access.
- Booking & Registration is mandatory.
- Copy of ID document to be submitted.

Cost per person

ZAR R6 850,00 (excl. 15% vat)

Delivery

- 2-day online via Zoom / Microsoft Teams
- 08:00 – 15:00 (approx.)

Level 501

ISASA Security Training

Control Room Management

Course Content

- ➔ Introduction to control room /command center
- ➔ Roles and responsibilities
- ➔ Apply legal aspects in a security environment
- ➔ Manage COVID-19 compliance for control room operations
- ➔ Importance of human factors
- ➔ Selection of CCTV operators
- ➔ Training and development cycles
- ➔ Designing, drafting, and implementing standard operating procedures / polices
- ➔ Design of job description and task
- ➔ Risk and Incident Management
- ➔ Internal compliance audits /measuring output performance
- ➔ Control room ergonomics

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

Materials

Delegate handouts.

Course requirements

Webcam, audio, and stable internet connection required.

LEVEL 601 CCTV CONTROL ROOM REFRESHER SKILLS TRAINING

ISASA SECURITY TRAINING

Why choose this training course?

This is an essential course for all individuals who have completed a basic course in CCTV control room skills training and who want to keep up to date with the ever-changing dynamics affecting control room operations.

This refresher will review the impact of legislation, the latest surveillance codes of practice and the challenges facing the control room operator.

Entrance requirements

- ➔ Previous formal control room training an advantage.
- ➔ Fundamental knowledge of CCTV surveillance and security control room operations.
- ➔ Booking & registration is mandatory.
- ➔ Copy of ID document to be submitted.

Course Details

- ➔ 2 Days.
- ➔ 08:30 – 15:30 (approx.)

Venue

- ➔ Zoom

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

Materials

- ➔ Delegate handouts

Cost per person

- ➔ ZAR R2 850,00 per person (excl. 15% vat)

Course Content

- ➔ Surveillance and the control room operator.
- ➔ Developing a proactive approach.
- ➔ Codes of practice and standard operational procedures.
- ➔ Radio Procedures.
- ➔ Communications.
- ➔ Legislation - Data Protection and the POPIA Act.
- ➔ Evidence collection and storage.
- ➔ OHS at work in the control room.
- ➔ Reassessing operator skills and competencies.
- ➔ Effective use of camera views and patrolling techniques.
- ➔ Incident detection and role identification.
- ➔ Situational and environmental awareness.
- ➔ Producing images of evidential quality.
- ➔ ***NEW*“AI” (Artificial Intelligence) the new “DROP-WORD” in control rooms.**
- ➔ Covid-19 Protocols within the control room.

Booking and registration

- ➔ Registration and full payment prior to the start of the course.



Level 701- INCIDENT RESPONSE & INVESTIGATION

ISASA SECURITY TRAINING

Why choose this training course?

- ➔ This module will be useful to students in private and public investigation environment who are tasked to investigate and manage crime scenes/incidents.
- ➔ Upon completion of this module a person will be able to conduct a successful investigation and compile the necessary docket/case file/reports and be able to use the relevant recording resources when capturing information

Entrance requirements

- ➔ Grade 12 (Matric) English language (spoken & written).
- ➔ Advanced working knowledge of security operations
- ➔ Online Only Smart phone/laptop/computer connectivity with audio.
- ➔ A valid email address.
- ➔ Online Only - Internet access
- ➔ Booking & Registration is mandatory.
- ➔ Copy of ID document to be submitted.

Course Content

- ➔ Introduction
- ➔ Basic important concepts of Incident and response Management
- ➔ What you need to know about evidence

- ➔ The Process of Investigations
- ➔ Investigator and Ethics
- ➔ Strategic Investigative Response
- ➔ Apply Investigation Tools
- ➔ Witness Management
- ➔ Crime Scene Management
- ➔ Interviewing, Questioning & Interrogation

Cost per person

ZAR R4 850,00 (excl.15% vat)

Delivery

- ➔ Class contact training
- ➔ Scheduled Sessions by arrangement only
- ➔ Booking & Registration essential
- ➔ Covid-19 regulations apply.
- ➔ 3 Days - 08h00 – 15h00

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

Materials

Knowledge tests, assignments, and delegate handouts.

Course Training Allocation

- ➔ Class facilitated – By arrangement) or ➔ Online via ZOOM



Level 801- Coronavirus (COVID-19) & the Control Room Operator Awareness Training



Why choose this training course?

The testing of control room operators for COVID-19 has never been a control room design requirement, and there is a distinct lack of plans in place to handle the situation where a control room operator tests positive for a hazardous contagion.

COURSE DESCRIPTION

The implication of a control room infection is that all operators in that control room will need to be quarantined as they were working nearby and share kitchen and bathroom facilities.

This course will empower and educate the employees on the symptoms of the virus, how they can pre-emptively protect themselves and their colleagues, minimizing the risk of infection, and what measures should be taken if they or a colleague have been exposed, in the first line of defense in fighting coronavirus (COVID-19)

Key benefits of the course

- Greater employee motivation and confidence
- Customers know that the company cares for the staff who in turn respect and care for their safety.
- Develop an attitude of consideration and awareness and compliance
- It will allow staff to cope with the initial hurdles they are faced within the working environment limited to confined spaces

Cost per person

- ZAR R 650

Delivery

- 4-hour workshop online via Zoom / Class

Certificate

ISASA Security Training Certificate of attendance will be issued upon the successful completion of all lessons.

COURSE CONTENTS

- Introduction – Understanding the Covid-19 Virus
- Workplace sanitization procedures and processes
- Daily Procedures (Screening, disinfecting, handover protocols, etc.)
- Routes of Transmission
- Sanitization of control room and security equipment
- Symptoms of COVID19
- Contact for Testing
- Returning to Work
- Maintenance of Personal Protective Clothing PPC and Equipment PPE
- Minimizing the Risk of Infection
- Social Distancing, Face Mask (Correct use, cleaning etc)
- Returning Home Safely
- Coughing, sneezing, hand sensitization corrective methods
- Workplace sanitization procedures and processes
- Practical role plays



ISASA Security Training provides selected courses and workshops. Please contact us should you require more information about any of these interventions.

REF	CUSTOMISED PROGRAMMES & WORKSHOPS	COMMENTS
1	Business Management – Requirements of becoming a security provider in South Africa	2 – Day workshop POA
2	Behaviour based safety (Mining)	Per arrangement
3	Accident & injury prevention	Per arrangement
4	Emergency response communication	Per arrangement
5	On-job skills training-Workshop on client specific procedures	Per arrangement

ISASA Security Training is accredited to provide training on the unit standards noted below. Please contact us should you require more information about any of these interventions.

SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDIT/S
11513	Operate effectively within a specified control room * (Refer Level 301)	4	15
244176	Use security equipment	2	2
114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	3	4
244184	Apply legal aspects in a security environment	3	8
244177	Conduct a security patrol in an area of responsibility	3	7
117705	Demonstrate knowledge of the Firearms Control Act 2000 (Act No 60 of 2000) applicable to possessing a firearm	3	3
246694	Explain the requirements for becoming a security service provider	3	4
244182	Give evidence in court	3	4

SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDIT/S
244179	Handle complaints and problems	3	6
244181	Perform hand over and take over responsibilities	3	2
244189	Conduct access and egress control	4	7
242825	Conduct evacuations and emergency drills	4	4
11505	Identify, handle and defuse security related conflict	4	12
119472	Accommodate audience and context needs in oral/signed communication	3	5
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
119457	Interpret and use information from texts	3	5
9012	Investigate life and work-related problems using data and probabilities	3	5
119467	Use language and communication in occupational learning programmes	3	5
7456	Use mathematics to investigate and monitor the financial aspects of personal business and national issues	3	5
119465	Write/present/sign texts for a range of communicative contexts	3	5
12484	Perform basic fire fighting	2	4
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
113852	Apply occupational health, safety, and environmental principles	3	10
116534	Carry out basic first aid treatment in the workplace	3	2
113909	Coach a team member in order to enhance individual performance in work environment	3	5

SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDIT/S
114979	Operate a computer workstation in a business environment	3	2
244335	Conduct security at an event	4	5
113924	Apply basic business ethics in a business environment	2	2
244578	Describe how to manage reactions arising from a traumatic event	3	2
13936	Outline the legal environment of a selected industry	3	2
11508	Write security reports and take statements	4	10