

CONTROL ROOM PRINCIPLES

REF. CRO 1



Duties and Responsibilities of the Control Room Operator – Unit 1 (Combined with CRO 2)

This is part 1 of the programme for operational staff. The Control Room occupies a key position in today's security industry. BL specialist training ensures that operators deal with incidents in an efficient and acceptable manner.

WHO SHOULD ATTEND?

Personnel who work or may be seeking work in the Control Room environment

HOW YOU WILL BENEFIT

You will learn the duties and responsibilities of professional Control Room Operators and gain the confidence to deal with incidents in an efficient and competent manner.

COURSE CONTENT

- ⇒ Awareness and over view of closed circuit television
- ⇒ Code of Practice and procedures.
- ⇒ Communications, Safety of the control room. Access control
- ⇒ Surveillance and Audit trail procedures
- ⇒ Documentation of control room manuals
- ⇒ Incidents and occurrences. Log book entries. Vital documentation
- ⇒ Report writing and descriptions. Reacting to emergencies
- ⇒ Teamwork – safety of operators and their families
- ⇒ Tape and data management – best practice
- ⇒ Law and legal issues. Criminal Offences. Data Protection Act
- ⇒ Confidentiality, accountability and privacy
- ⇒ Evidence and the law in relation to video recordings
- ⇒ Communication skills. Statement writing. Telephone techniques
- ⇒ Bombs and dangerous materials
- ⇒ Health and Safety, Fire and Emergencies

DURATION

3 DAYS.

AWARD

TAVCOM TRAINING (UK) INTERNATIONAL CERTIFICATE



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