

CONTROL ROOM PRACTICES

Ref: CRO 2



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

This is part 2 of the programme for operational staff. This course assists Control Room Operators to master the vital skills of body language recognition and interpretation.

WHO SHOULD ATTEND?

Control Room operators and managers, retail staff, VIP protection personnel, Police and Prison Officers and all those involved in security observation roles.

BENEFIT

You will learn how to analyse human behaviour patterns and recognise body language as well as incident risk activities.

COURSE CONTENT

- ⇒ Acquiring and developing observational skills
- ⇒ Defining surveillance and individual roles
- ⇒ Pattern recognition criteria and situational awareness
- ⇒ Recording and reviewing evidential picture criteria
- ⇒ Emotions and stress behaviour in the Control Room and on the streets
- ⇒ Understanding incident behaviour dynamics.
- ⇒ Building crime profiles
- ⇒ Human rights and civil liberties.
- ⇒ Codes of Practice and procedures
- ⇒ Local knowledge and public perceptions
- ⇒ Practical Control Room Procedures
- ⇒ Radio procedures and communication skills
- ⇒ Good Control Room practices and Standards
- ⇒ First Aid
- ⇒ Health and Safety in the Control Room

DURATION

3 DAYS

AWARD

TAVCOM TRAINING (UK) INTERNATIONAL CERTIFICATE



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