Working as a CCTV Operator

Specimen Examination Paper

The specimen examination questions contained in this specimen examination paper are representative of the type of questions used to assess candidates taking the Working as a CCTV Operator examination.

Candidates are assessed by a 42 question, 60 minute, multiple choice examination. Candidates have to answer 29 questions correctly to pass.

The answers to each of these questions are shown on the last page.
Specimen Questions

1 One of the main purposes of the Information Commissioner’s Office Code of Practice is to:
   A Provide detailed working instructions for the operation of CCTV systems
   B Provide best practice advice for those involved in operating CCTV systems
   C Outline the minimum technical requirements for all CCTV cameras
   D Give details of where CCTV operators can obtain the necessary training to get a licence

2 How does the Code of Practice impact CCTV operations at a strategic level?
   A It gives specific details of the running of a CCTV control room
   B It provides information about which CCTV equipment is most reliable
   C It makes CCTV companies exempt from some elements of the Data Protection Act
   D It defines information that must be made available to the public

3 Why are an organisation’s own codes of practice important to partners, agencies and the public?
   A They provide reassurance regarding the integrity and professional operation of CCTV systems
   B They can be used to support any insurance claims made against the owner of CCTV systems
   C They give details of the location of all CCTV cameras that are installed in public areas
   D They record personal information regarding all personnel working for CCTV companies

4 Which of these must a CCTV operator treat as confidential?
   A The date on which their licence to practise was issued by the SIA
   B The days on which they work and the length of each shift
   C Their own home address, date of birth and personal telephone number
   D Any information obtained in the course of their duties

5 The most important reason for keeping CCTV control rooms secure is to:
   A Prevent any suggestions that recordings and documentation are not genuine
   B Ensure that CCTV operators can work in a safe environment
   C Meet environmental and health and safety guidelines
   D Comply with policies and procedures put in place by the police and the fire service
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6 Which of these is the key feature of access control systems?

A Panic buttons  
B Swipe cards  
C CCTV cameras  
D Manually operated locks

7 If an unauthorised visitor wants to gain access to the CCTV control room, a CCTV operator must:

A Refer the visitor to the line manager on duty  
B Allow access but keep a close watch on the visitor  
C Refuse access and have the visitor escorted from the building  
D Call the local police and obtain authorisation to admit the visitor

8 Under the SIA Standards of Behaviour for CCTV operators, every operator has a responsibility to:

A Undertake annual refresher training in CCTV operation  
B Communicate regularly with officers from the local authority  
C Be in possession of their SIA licence when on duty  
D Only work for one CCTV contractor at a time

9 Under the Data Protection Act 1998, CCTV operators must ensure that any data collected is:

A Kept for at least 7 years  
B Only viewed by the CCTV system owner  
C Relevant, adequate and not excessive  
D Always sent to the local police for information

10 Under the Human Rights Act 1998, CCTV operators must ensure that all monitoring is:

A Swift, specific and unobtrusive  
B Directed, regulated and rational  
C Functional, undetectable and secure  
D Proportional, legal and non-discriminatory

11 Surveillance that takes place on residential premises is known as:

A Intrusive surveillance  
B Private surveillance  
C Functional surveillance  
D Subversive surveillance
12 Under the Regulation of Investigatory Powers Act 2000, authorisation will be required to use CCTV cameras for:

A Overt surveillance  
B Directed surveillance  
C Secure surveillance  
D Undercover surveillance

13 Under the Regulation of Investigatory Power Act 2000, authorisation for the use of CCTV in a **planned** operation **must** be given by:

A Any manager from the CCTV operating company  
B A Police Superintendent or higher ranked officer  
C An authorised officer of the local authority  
D The local Magistrates’ Court

14 The Freedom of Information Act 2000 allows people to access:

A Non-personal information held by public authorities  
B Personal information held by private companies  
C All non-personal records held by private companies  
D All personal records held by public authorities

15 What is the difference between the Data Protection Act 1998 (DPA) and the Freedom of Information Act 2000 (FIA)?

A The DPA relates to access to personal information and the FIA deals with access to non-personal information  
B The DPA relates only to private companies and the FIA only relates to public authorities  
C The DPA relates to access to non-personal information and the FIA deals with access to personal information  
D The DPA relates only to public authorities and the FIA only relates to private companies

16 Under the Display Screen Regulations 1992, employers have a duty to ensure that:

A CCTV operators are provided with free eye-sight tests every 6 months  
B Every employee is trained to carry out workstation risk assessments  
C No-one spends more than 30 minutes at their station without a break  
D All CCTV workstations meet minimum specified requirements

17 Which of these could indicate that a CCTV operator is suffering from stress?

A Regularly working overtime when required to do so  
B Making suggestions as to how to improve procedures  
C Regularly making simple mistakes on the job  
D Prompt arrival at work and little sick leave
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18 The main purposes of CCTV systems are to:

A  Deter and catch criminals and prevent public nuisance  
B  Find and record incidents and reduce violence  
C  Detect and prevent crime and to promote public safety  
D  Look for and monitor trouble and stop anti-social behaviour

19 Which of these is not a main area of a CCTV operator’s responsibilities?

A  Screen monitoring  
B  Entry searches  
C  Log book maintenance  
D  Incident reporting

20 Timely reporting which follows the correct reporting chain is essential because it:

A  Ensures the integrity of the CCTV company and its operators  
B  Prevents complaints being raised about CCTV monitoring  
C  Guarantees that all criminal activity is prevented  
D  Reduces the number of calls made to the police service

21 Why is it important for CCTV operators to share information with other agencies?

A  To prove to external agencies that CCTV companies provided a useful service  
B  To ensure that should anything go wrong that the blame can be shared with others  
C  To reduce the need for external agencies to undertake their own investigations  
D  To promote a spirit of teamwork which increases the effectiveness of the system

22 What is a possible consequence of failing to prove continuity of evidence?

A  The SIA would take the operator’s licence away  
B  The evidence would not be admissible in court  
C  The CCTV company would face prosecution by the police  
D  The CCTV operator would have to re-record the evidence

23 If a CCTV operator is required to give evidence in court they have a responsibility to:

A  Discuss their statement with the person on trial to ensure that the evidence is clear  
B  Ensure that their statement has been checked and signed off by the control room manager  
C  Be available to speak to the prosecution before the case comes to court  
D  Send the most experienced member of the team to attend court in their place
24 The **main** reason why it is essential to keep accurate records is that:

- A Accurate logs can be used to prove that the CCTV system is being used efficiently
- B Logs support recorded images and prove an audit trail to support the continuity of evidence
- C Images that are not supported by written records can only be stored for a limited period
- D Anyone who needs to write a statement will need to refer to the logs to help them recall the events

25 What type of monitor allows a CCTV operator to view a specific area in detail?

- A An incident monitor
- B A dedicated monitor
- C A spot monitor
- D A emergency monitor

26 Which of these **best** describes a PTZ CCTV camera?

- A A mobile camera which is positioned in high crime areas
- B A camera with remote directional and zoom control
- C A fixed camera with a wide angle lens
- D A camera with night vision capability

27 APNR is technology that:

- A Assists in the surveillance of known individuals by using facial recognition
- B Uses finger print recognition to identify particular individuals
- C Allows CCTV operators to view images from more than one camera at a time
- D Helps to track vehicle movements across an area in real time

28 What is one of the **main** benefits of having dedicated communication links between CCTV control rooms and third parties?

- A It allows CCTV teams to keep up to date with developments over the police radio network
- B It ensures that the third party can easily identify which CCTV operators are on duty
- C Using a secure link protects the confidentiality of information that is transferred
- D Sharing dedicated communication links enables procedures to be standardised across all parties

29 Which of these is **not** an incident that a CCTV operator is likely to assist with?

- A Theft of a vehicle
- B Road traffic incident
- C Domestic violence
- D Criminal damage
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30 Which of these is most likely to be a crime hotspot for anti-social behaviour?

A A pedestrian shopping complex during the day
B The area close to a busy club on a Friday or Saturday night
C A pub popular with office workers on a weekday lunchtime
D The rear of an industrial warehouse during working hours

31 How should a CCTV operator decide which incident to monitor if they are working alone and two incidents both require action?

A The operator should contact the police and let them decide which incident is more important
B The operator should monitor whichever incident starts first until it has finished and then switch
C The operator should make a judgment about which incident is most serious and monitor that one
D The operator should switch between incidents at agreed intervals so that some evidence is recorded on each

32 When should CCTV operators tell the police if they believe they have detected potential trouble?

A Only after it is clear that the trouble is going to escalate and police involvement is required
B After they have been monitoring the incident for at least an hour and things are not improving
C If the control room manager agrees that the police attending the incident would assist matters
D As soon as possible so that the police can intervene and prevent escalation of the incident

33 What should a CCTV operator do first if they observe a crime in progress?

A Put camera in time lapse mode and request assistance from a colleague
B Switch to real time recording, note the time and inform the police of the incident
C Open an incident log and note all relevant details before starting recording
D Contact the local police to report the incident and await further instructions

34 Which of these is the main way CCTV operators can assist in the event of a road traffic incident?

A By assessing the severity of the casualties at the incident
B By identifying anyone who could be a potential witness to the incident
C By determining the number of emergency vehicles required at the incident
D By advising emergency service of the best way access the incident
35 Which of these might indicate that a letter or package received through the post is an improvised explosive device (IED)?

A The address label is clearly printed  
B The package is very heavy for its size  
C The package is wrapped using little packaging  
D There is a return address printed on the package

36 During a bomb alert, CCTV operators can best help external agencies by:

A Identifying possible secondary devices and preventing evacuation into the path of a bomb  
B Monitoring the work of bomb disposal personnel and ensuring that they follow procedures  
C Recording the moment when the bomb explodes to assist in post-incident investigations  
D Ordering the evacuation and ensuring that this is carried out quickly and effectively

37 Which of these would be considered a valid reason for CCTV target selection?

A The clothes that a person is wearing  
B Whether a person is male or female  
C The religious beliefs of a person  
D The way in which a person is behaving

38 In the event of an access control failure a CCTV operator should:

A Report to their line manager, monitor all access points and follow the assignment instructions  
B Turn off the CCTV system and await instructions from the control room managers  
C Continue routine monitoring as normal until the access control system is working again  
D Leave the control room unmanned and assist in checking identification of anyone entering the site

39 If a CCTV operator receives a telephone bomb threat, they must always:

A Contact their supervisor and ask for guidance  
B Raise the alarm and evacuate immediately  
C Find out when the bomb is due to go off  
D Get their belongings and leave the control room

40 What action must be taken if a suspicious object is found in a CCTV control room?

A No action should be taken until a member of the management has inspected the item  
B The object should be moved to another area immediately  
C The object should be guarded closely until the police arrive  
D An evacuation of the area should be made in line with the procedures
41 If an evacuation is ordered, CCTV operators must always:

A Follow instructions and complete any tasks given to them
B Contact the police to find out whether the evacuation is real or a practice
C Lock down all monitoring equipment before leaving the control room
D Maintain monitoring activity until instructed to stop by the emergency services

42 Which of these is most likely to be a requirement on re-occupying a CCTV control room following an evacuation?

A Rebooting the CCTV system to ensure that it is functioning correctly
B Carrying out a full search of the control room to identify if any items are missing
C Reviewing recorded data for any unusual incidents during the evacuation
D Contacting the operators on the following shift to update them on the evacuation
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Please note that the assessment criteria numbering does not refer to BIIAB Level 2 Award for CCTV Operations handbook.