

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

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- 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

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- 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

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- 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

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- 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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Q	Answer	Assessment criteria
1	B	1.1 Identify the purpose of codes of practice, operational procedures and guidelines
2	D	1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations.
3	A	1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and the public
4	D	1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator
5	A	1.5 State why the control room is kept as a secure environment
6	C	1.6 Identify the key features of access control systems
7	A	1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room
8	C	1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators
9	C	2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator
10	D	2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator
11	A	2.3 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation
12	B	2.4 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations
13	B	2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation
14	A	2.6 Explain the main provisions of Freedom of Information legislation
15	A	2.7 State how Freedom of Information legislation differs from Data Protection legislation
16	D	2.8 Identify how Display Screen Regulations impact on the role if the CCTV operator
17	C	2.9 Identify the causes, key indicators and means of alleviating stress
18	C	3.1 Describe the purpose of a CCTV system
19	B	3.2 Identify the main roles and responsibilities within a typical CCTV control room team
20	A	3.3 State the importance of accurate and timely communication up and down the reporting chain
21	D	3.4 Explain the importance of sharing information between the team and other agencies
22	B	3.5 Explain the importance of the continuity of evidence
23	C	3.6 Identify the responsibilities of the operator to produce statements and give evidence in court
24	B	3.7 State the importance of accurate and detailed note taking and record keeping
25	C	4.1 Identify the main components of the CCTV system
26	B	4.2 Describe the main types of CCTV cameras and mountings
27	D	4.3 Describe how technologies such as ANPR, Biometrics, Visual

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			Recognition, Digital Recording are used with CCTV equipment
28	C	4.4	Explain the importance of dedicated communication links with third parties
29	C	5.1	Identify the main types of incidents that a CCTV operator may assist with
30	B	5.2	Identify typical crime hot spot locations
31	A	5.3	Describe how local crime and disorder issues affect CCTV operations
32	D	5.4	Explain how CCTV operators interact with third parties during an incident
33	B	5.5	Identify the appropriate options available to the CCTV operator when the law is broken
34	D	5.6	Identify ways in which the CCTV operator can assist the statutory enforcement agencies
35	B	5.7	Describe how to recognise an Improvised Explosive Device (IED)
36	A	5.8	Explain how CCTV can assist external agencies during a bomb alert
37	D	5.9	Explain the reasons for and methods of target selection including equality issues
38	A	6.1	State actions to be taken in the event of a access control systems failure
39	C	6.2	State the actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room
40	D	6.3	State the actions to be taken if a suspicious object is found in the CCTV control room
41	A	6.4	State the procedures to be followed on re-occupying the CCTV control room after an evacuation
42	C	6.5	State the procedures to be followed on re-occupying the CCTV control room after an evacuation

Please note that the assessment criteria numbering does **not** refer to BIIAB Level 2 Award for CCTV Operations handbook.