

**LEVEL 2 NATIONAL CERTIFICATE
FOR CCTV OPERATORS
(PUBLIC SPACE SURVEILLANCE)**

Specimen Examination Paper

The questions contained in this specimen examination paper are representative of the type of questions used to assess candidates taking the Level 2 National Certificate for CCTV Operators (Public Space Surveillance), examination.

Candidates are assessed by a 60 question, 90 minute, multiple choice examination. Candidates have to answer 42 out of 60 questions to pass.

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

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Specimen Questions

- 1 Which organisation is responsible for setting standards for operators of public space CCTV?
 - A The British Security Industry Association
 - B The Association of Chief Police Officers
 - C The Security Industry Authority
 - D The Office of the Deputy Prime Minister

- 2 When are the police permitted access to a privately operated CCTV control room?
 - A At any time of day without prior notice
 - B Only for specific operational purposes
 - C On a scheduled basis by arrangement
 - D Only if the manager has given permission

- 3 Which of these is a benefit of having a code of practice?
 - A Insurance premiums will be substantially lower
 - B Company management know how to operate the system
 - C Health and safety regulations are followed
 - D The public are confident that CCTV is not being misused

- 4 Component parts of a CCTV system can include:
 - A Control, recording and erasing equipment
 - B Multiplexer equipment, cable and joysticks
 - C Workstation, control and multiplexer equipment
 - D Desk, joysticks and erasing equipment

- 5 A poor camera image is most likely to be caused by:
 - A Time and weather
 - B Distance and lighting
 - C Weather and lighting
 - D Distance and time

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- 6 Why does a CCTV operator require good communication skills?
- A To deal effectively with customer complaints
 - B To ensure that they meet their objectives
 - C To standardise reporting records
 - D To comply with health and safety requirements
- 7 How would the letters B, G, T be communicated using the phonetic alphabet?
- A Beta, Gamma, Tango
 - B Bertie, Gary, Tiptop
 - C Bravo, Golf, Tango
 - D Bravo, Gamma, Tiptop
- 8 When carrying out surveillance of a car park, what are the two **most** important Acts of Parliament to consider?
- A The Misuse of Drugs Act and the Human Rights Act
 - B The Freedom of Information Act and the Data Protection Act
 - C The Data Protection Act and the Misuse of Drugs Act
 - D The Human Rights Act and the Data Protection Act
- 9 What is the **first** action that should be taken on discovering a fire?
- A Leave the premises
 - B Raise the alarm
 - C Locate the fire extinguisher
 - D Call the emergency services
- 10 Under Display Screen Equipment Regulations, what is recommended for continuous display screen usage?
- A Short frequent breaks
 - B Long infrequent breaks
 - C 1 hour break every 4 hours
 - D 1 hour 30 minute break every 5 hours

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Answers

Q	Answer	Assessment Criteria
1	C	1.1 – Identify the main organisations within the CCTV industry
2	B	2.1 – State Codes of practice, operational procedures and guidelines relevant to CCTV Operators
3	D	2.3 – State the benefits to staff of codes of practice, operational procedures and guidelines in helping to protect staff from complaints and allegations of malpractice
4	A	3.2 – Describe the characteristics of a CCTV camera
5	C	3.4 – State possible causes of poor camera images
6	A	4.1 – Explain the importance of good communication skills
7	C	4.3 – State methods of communication
8	D	6.2 – Identify crime issues
9	B	7.1 – State the actions to be carried out on discovering a fire
10	A	8.3 – State the guidelines for CCTV operators Under the Display Screen Regulations