

ADVANCED CONTROL ROOM SKILLS



64

CCTV CONTROL ROOM COURSES

CCTV control rooms are now a vital tool in the protection of our modern communities. Crime prevention, traffic management, key holding services, first aid response and major incident command control are just some of the skills demanded of today's control room operator.

COURSE CONTENT

- ▶ Building rapport and key communication skills
- ▶ Call handling standard and techniques, difficult callers and active listening
- ▶ People profiling and observation skills
- ▶ Surveillance tactics
- ▶ Analysing recorded material
- ▶ Community care and out of hours
- ▶ British, European and international standards
- ▶ Major operations and incidents
- ▶ ARC's (alarm receiving centres)
- ▶ Key holding services

Very knowledgeable of global uses of technology.
Really useful and enjoyable course. Has helped me immensely.

RUNNYMEDE BOROUGH COUNCIL DELEGATE

BTEC
ADVANCED AWARD

COURSE DATES

2015

MAY 6 - 7

AUGUST 4 - 5

OCTOBER 5 - 6

DECEMBER 7 - 8

2016

FEBRUARY 8 - 9

MARCH 21 - 22

COURSE COST, DURATION AND AWARD

£670.00 + VAT

Duration: **2 days**

BTEC Diploma Points: **2**

Course fee includes
BTEC level 3 certificate

Covering a range of essential practical tasks, this two day course will provide the advanced skills needed to fulfill your many responsibilities.