

ADVANCED CONTROL ROOM SKILLS

BTEC
ADVANCED AWARD

CCTV control rooms are a vital tool in the protection of our 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 standards 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
- ▶ Alarm Receiving Centres (ARCs)
- ▶ Key holding services
- ▶ Hostile reconnaissance
- ▶ Technical awareness
- ▶ Automatic number plate recognition
- ▶ ACPO policy

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

LONDON BOROUGH OF ENFIELD DELEGATE

COURSE COST, DURATION AND AWARD



BTEC Level 3 (optional)
Integrated Security Control
Room Operations



2 Days



£575 + VAT includes Tavcom
Certification. **BTEC Certification is optional at
an additional cost of £95 + VAT**