

"With significant changes to the way we use CCTV in our emergency response service, we needed a security partner who would understand our business and could tailor a training course to our needs, while adhering to SIA licence requirements. DCL Security was an excellent fit for us, they listened to us and delivered exactly what we needed."

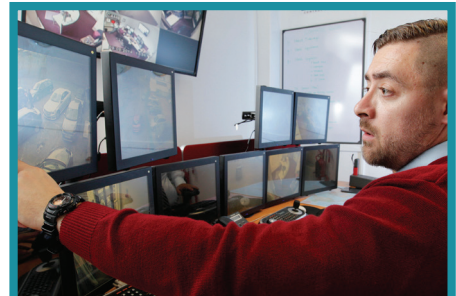
Susan Young, HR Development Advisor, East Dunbartonshire Council



East Dunbartonshire Council

East Dunbartonshire Council conducted a service review which resulted in an Emergency Response Centre being set up, combining 3 previous functions; the CCTV (PSS) Control Centre, Contact Centre and Social Work, into one place requiring several CCTV (PSS) training sessions. This involved 10 council employees at each session from the new Emergency Response Centre receiving CCTV (PSS) training.

DCL Security was able to provide the 4 day course leading to the NOCN Level 2 CCTV (PSS) Operator Award. The course, which is tailored to people looking for job training that meets the SIA licensing requirements and is perfect for ERC Operators and Co-ordinators was conducted by our experienced Quality & Training Manager. Candidates gained an in-depth understanding of the current legislation pertinent to their work and invaluable knowledge relating to the purpose and principles of CCTV (PSS) surveillance systems.



The training was essential as all aspects of public safety are monitored on the council's system. From the Operational CCTV Control Centre with 51 PTZ Cameras, 10 work stations, 12 monitors and a digital network, East Dunbartonshire Council monitor access at Broomhill Offices and Milngavie Town Centre Precinct. To ensure the training was effective and the team were ready to make full use of the new set up, candidates on the course were assessed individually.

The course programme was thorough and effective, divided into 10 modules over 4 days:

Module 1: History of CCTV

Module 2: Introduction to the Roles & Responsibilities of CCTV Operators & CCTV staff

Module 3: Codes of Practice, Operational Procedures & Guidelines

Module 4: CCTV Equipment and its operation

Module 5: Control Centre Communications & Access Control

Module 6: Legislation

Module 7: Dealing with Incidents

Module 8: CCTV Surveillance Techniques

Module 9: Fire & Emergency Systems & Procedures

Module 10: Health & Safety at Work

The course pace was intense in order to incorporate all 10 modules as well as built in time for private study, identification checks, practical assessments and 2 final assessments, one practical and one paper based. The client was delighted with the outcome:

"It was important for our team that the training was practical, we needed to know that our staff would go back to their workplace with the right skills and knowledge to do a great job. Thanks to DCL Security they were ready and eager to put their new skills and understanding of CCTV to good use straight away."

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