



## Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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### COURSE BROCHURE

# Surveillance Room Supervision and Monitoring

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246749 · NQF Level 4 · 12 Credits · 9 Days

## COURSE OVERVIEW

This course equips learners with the skills and knowledge to effectively supervise activities within a surveillance room, ensuring operational efficiency, security compliance, and team coordination. Participants will learn to manage monitoring processes, handle incidents, and maintain accurate records while adhering to relevant legislation and organizational policies.

|                 |                                                  |
|-----------------|--------------------------------------------------|
| Category        | Services                                         |
| Subfield        | Hospitality, Tourism, Travel, Gaming and Leisure |
| Unit Standard   | 246749                                           |
| Accreditation   | SAQA Accredited · NQF Level 4 · 12 Credits       |
| Duration        | 9 days                                           |
| Training Method | Online, On-Campus, In-House                      |
| Certificate     | Issued via AATICD LMS – verifiable online        |

## LEARNING OUTCOMES

- Apply principles of surveillance room management to coordinate team activities and resources.
- Evaluate and respond to security incidents and alarms using established protocols.
- Demonstrate effective communication and reporting skills for surveillance operations.
- Implement procedures for monitoring, recording, and storing surveillance data in compliance with legal requirements.
- Analyze surveillance room performance and recommend improvements to enhance efficiency and security.
- Ensure adherence to health, safety, and security regulations within the surveillance environment.

## WHO SHOULD ATTEND

- This course is designed for current or aspiring surveillance room supervisors, team leaders, and security personnel responsible for overseeing monitoring operations in sectors such as security, retail, transportation, or facilities management.

## COURSE OUTLINE

### Day 1: Introduction to Surveillance Operations

- Overview of the security industry and surveillance
- Roles and responsibilities of a surveillance room supervisor
- Relevant legislation: PSIRA Act, POPIA, and other regulations
- Ethical considerations in surveillance
- Types of surveillance systems: CCTV, access control, alarm systems
- Basic components of a surveillance room setup

### Day 2: Surveillance Technology and Equipment

- CCTV camera types: fixed, PTZ, thermal, IP, analog
- Recording devices: DVR, NVR, cloud storage
- Monitors, video walls, and display technologies
- Video management software and interfaces
- System maintenance: cleaning, updates, backups
- Basic troubleshooting of common equipment issues

### Day 3: Monitoring Techniques and Procedures

- Active vs. passive monitoring techniques
- Monitoring multiple screens and prioritizing attention
- Standard operating procedures (SOPs) for surveillance
- Shift handover: logs, briefings, and continuity
- Alarm handling: verification, response, and escalation
- Incident documentation and reporting

### Day 4: Communication and Coordination

- Communication protocols: radio, telephone, intercom
- Active listening and clear messaging under pressure
- Coordinating with on-ground security teams
- Liaising with law enforcement and emergency services
- Managing multiple communication channels
- Conflict resolution and de-escalation techniques

### Day 5: Incident Detection and Response

- Behavioral indicators of theft, vandalism, or intrusion
- Pattern recognition: loitering, tailgating, unusual movements
- Threat assessment and risk prioritization
- Response protocols: lockdowns, evacuations, medical emergencies
- Evidence preservation: video clips, logs, statements
- Incident report writing and chain of custody

### Day 6: Supervision and Team Management

- Leadership styles and team motivation
- Shift scheduling and workload distribution
- Performance monitoring: KPIs, quality assurance
- Coaching, mentoring, and corrective feedback
- Team briefings and debriefings

- Handling underperformance and disciplinary issues

#### Day 7: Legal and Compliance Aspects

- POPIA: consent, purpose limitation, data subject rights
- PSIRA regulations for surveillance operators
- Admissibility of surveillance evidence in court
- Data retention and destruction policies
- Audit trails and system logs
- Responding to subpoenas and information requests

#### Day 8: Advanced Surveillance Techniques and Technology

- Video analytics: motion detection, object tracking, license plate recognition
- Facial recognition: capabilities, limitations, ethical concerns
- Integration with access control, alarm systems, and IoT
- Data analysis for trend identification and predictive security
- Cybersecurity: network security, password policies, firmware updates
- Emerging technologies: drones, body cameras, cloud-based solutions

#### Day 9: Practical Integration and Assessment

- Review of key concepts and skills
- Simulated surveillance room exercises
- Scenario-based incident response drills
- Written assessment covering theory and procedures
- Practical assessment: monitoring, reporting, communication
- Personal development plan and course feedback

## ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 4**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 33,300.00        | R 33,300.00 |
| 1         | In-House             | R 43,300.00        | R 43,300.00 |
| 1         | On-Campus (Pretoria) | R 50,000.00        | R 50,000.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 10 Aug 2026 | 20 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 11 Aug 2026 | 21 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 12 Aug 2026 | 24 Aug 2026 | On-Campus | Durban, South Africa    |
| 12 Aug 2026 | 24 Aug 2026 | On-Campus | Mauritius               |
| 13 Aug 2026 | 25 Aug 2026 | On-Campus | Cape Town, South Africa |
| 14 Aug 2026 | 26 Aug 2026 | On-Campus | Dubai, UAE              |
| 17 Aug 2026 | 27 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 18 Aug 2026 | 28 Aug 2026 | On-Campus | Durban, South Africa    |

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

## HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard 246749) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to [apply@aaticd.co.za](mailto:apply@aaticd.co.za) – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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