Think about
Observation with questions
Level 2 ST1016 Professional
Security Operative V1.0 – Security
control room operative

On the day of this assessment you will carry out:

A 2-hour observation with questions

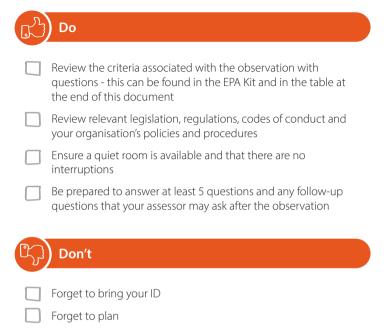**Face-to-face**

In your natural working environment

With an end-point assessor

Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your observation.

Highfield

Do

- [ ] Review the criteria associated with the observation with questions - this can be found in the EPA Kit and in the table at the end of this document
- [ ] Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- [ ] Ensure a quiet room is available and that there are no interruptions
- [ ] Be prepared to answer at least 5 questions and any follow-up questions that your assessor may ask after the observation

Don't

- [ ] Forget to bring your ID
- [ ] Forget to plan

Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results

Resits

- If you do not achieve a pass result on the observation with questions, you can resit the assessment

Use the table below to plan and prepare for the observation with questions.

(P) indicates pass criteria
(D) indicates distinction criteria

Assessment criteria	Key points to remember
Communication and customer service	
(P) Communicate respectfully with stakeholders using verbal and non-verbal means to establish a rapport and deliver customer service	
(P) Act responsibly to diffuse potential conflict situations by communicating in a calm and professional manner with others in a way that reflects the organisation's values	
(D) Adapt your language and behaviour, in a calm and professional manner, in response to individual needs to exceed stakeholder expectations	

Assessment criteria	Key points to remember
Security operations	
(P) Navigate a site plan and assess risk at the site or location by carrying out an observation of the designated area, and reporting and recording any irregularities to the site risk assessment	
(P) Follow the assignment instructions and the clients or employers code of conduct and policies for behaviour, appearance, and the use of PPE	
(P) Identify and challenge suspicious activity across sites and locations, in line with SCaN principles, by being vigilant and aware of the area, and the movements and behaviours of people	
(D) Use your knowledge of the site and usual movement and behaviour of people to recognise and check anomalies, showing awareness of the possible implications of these, reporting in line with procedures	

Assessment criteria	Key points to remember
Security technology and equipment	
(P) In line with organisational procedures, use security systems, applications, and technology to support security operations, and identify faults with equipment taking remedial action where necessary	
Security patrol, access, and searching (pathway)	
(P) Apply control room access control procedures to environments by carrying out searches and checking forms of authorisation, detecting and responding to unwanted activities. Report findings in line with procedures	
Security technology and equipment (pathway)	
(P) Operate the components of a control room system to gather and store images for evidential use, in line with organisational procedure	