Think about Observation with questions Level 2 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.







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	

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