WSQ –Security Surveillance Management (Perform Remote Surveillance Function)

(SEC-TEM-2004-1.1)

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(2025 version 2.3)

Document Title	:	Security Surveillance Management
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LESSON PLAN

DAY 1

1. Course Introduction & Administration

- Ice Breaker
- Logistic details
- Course objectives

2. Role Play 1

- Operate Remote Security Surveillance Equipment

3. Role Play 2

- Operate Remote Surveillance Software systems

4. Role Play 3

- Analyse Remote Surveillance Software Systems

5. Role Play 4

- Understand the different augmented analytics abilities used in remote surveillance systems

LESSON PLAN

DAY 2

5. Revisions

- Role Play 1-4
- Oral questions 1-8

6. Course Administration

- Evaluation feedback

7. Assessment

- POLWEL Co-operative Society Limited
- 2 hours
- Role play 1-4
- Oral questions 1-8

Learning Objectives

Learners will be equipped with skills and knowledge to perform security surveillance duties effectively and professionally.

By the end of the course, learner will able to perform remote surveillance function according to the organisational standards in Singapore.

Videos



Source: YouTube

Videos



Source: YouTube

Role Play 1

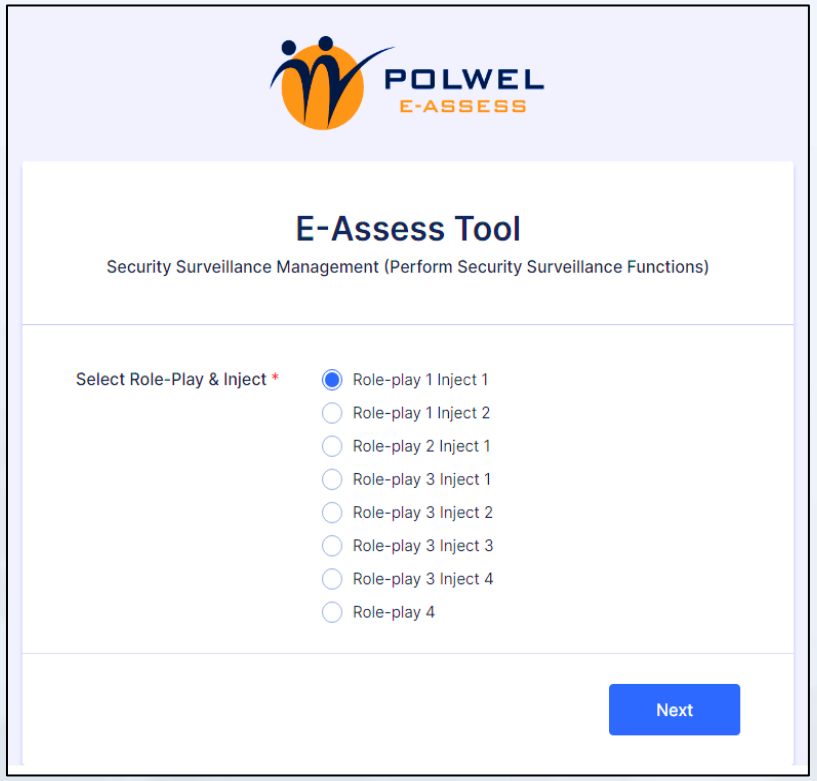
Context

The candidate is a Senior Security Officer (SSO) deployed at the Command Centre of the Citizen- a mixed development building made up of a shopping mall and office complex. The time is 2100hours and he/she will be required to demonstrate competencies of dealing with security incidents during your duty.



Note to TP: Using a mobile tablet, Assessor will navigate to The Citizen's Login Page on POLWEL e- Assess Tool and hand over the tablet to the candidate for Role Play 1 Inject 1.

SCAN ME



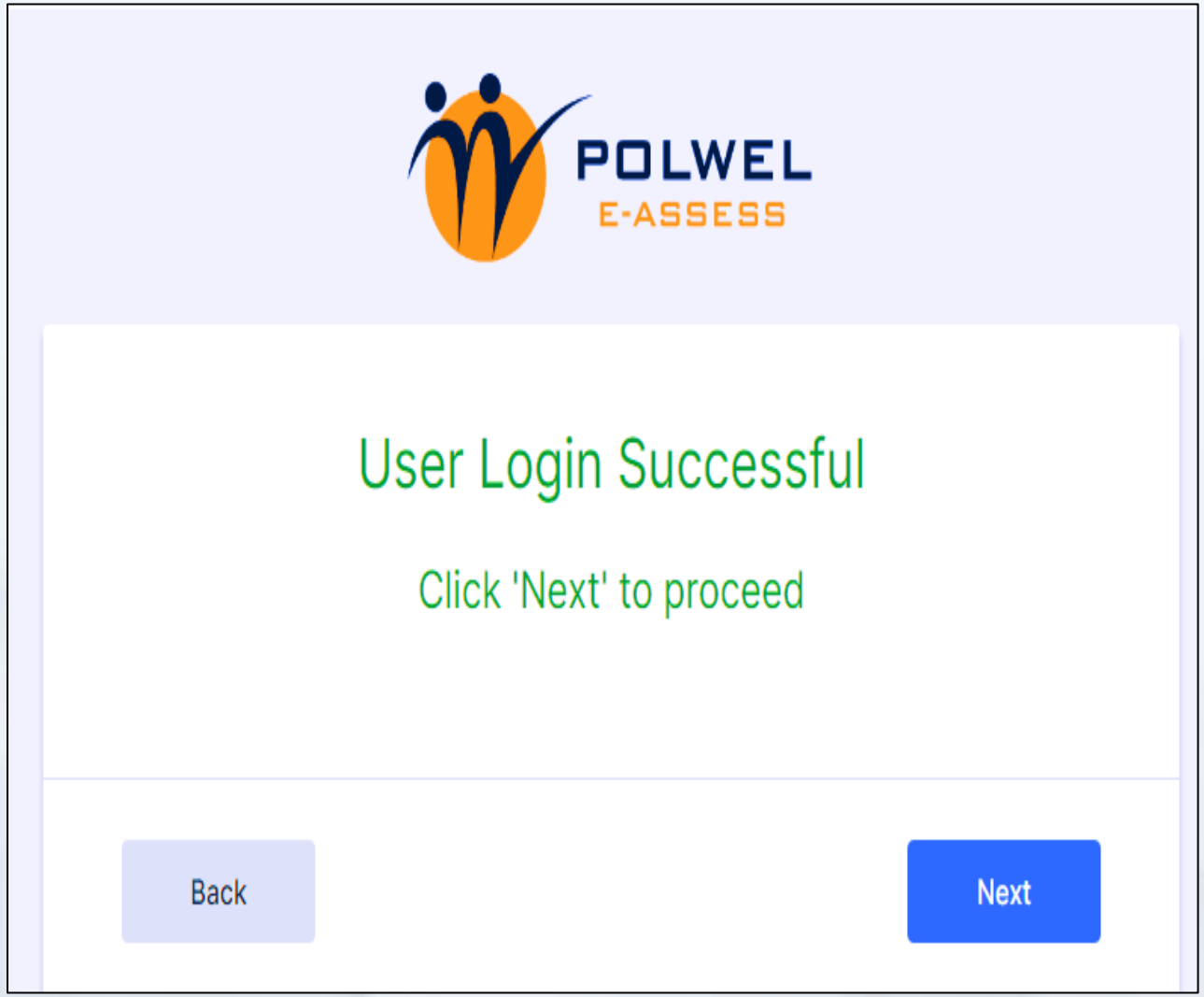


Step 1 : Scan QR Code

Step 2 : Select Role Play 1, Inject 1

Step 3 : Username : CITIZENFCC1 Access Code: ABCD123

Step 4 : USER Login Successful

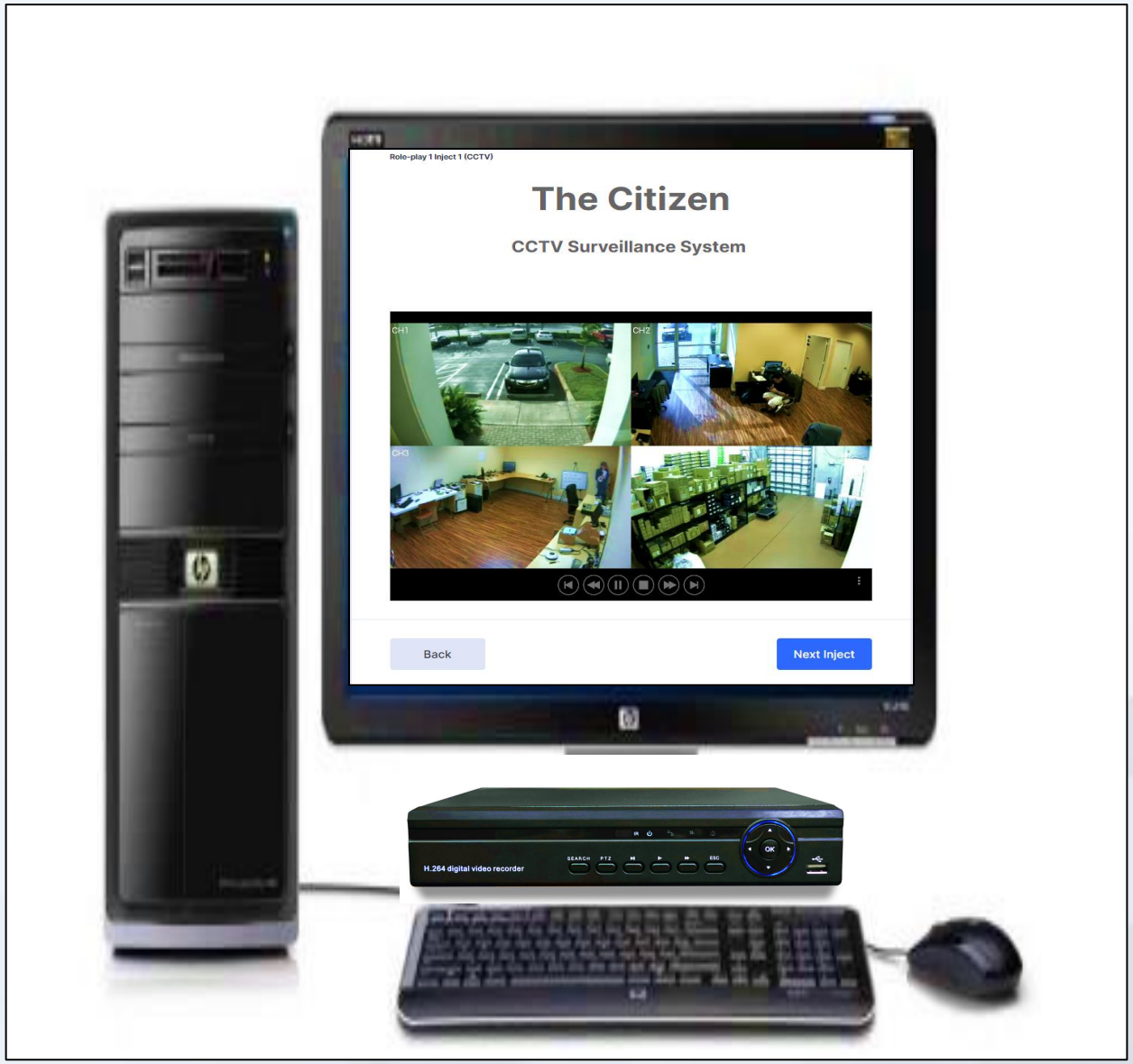


Inject 1

Assessor will be playing the role of supervisor. Candidate is required to demonstrate the steps on how to operate the remote surveillance equipment upon the commencement of work duty.



- I will check if the power is on.
- Check the picture is clear.
- Able to Zoom in and out.
- Check recorder, recording and able to play back.
- Video Analytic, place a bag and camera able to detect and alert



Inject 2

Candidate will detect that while taking over duty, there were NO CCTV image on the monitoring screen. Candidate is required to demonstrate the steps on how to demonstrate understanding by explaining the steps to be taken to troubleshoot this situation.



I will do basic trouble shooting.



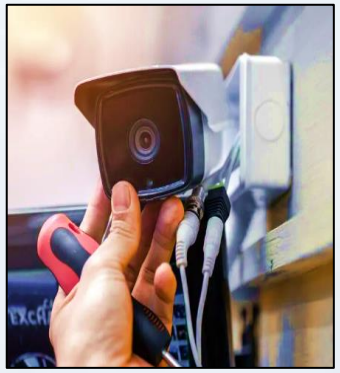
Check if power is on



Check WIFI Connection



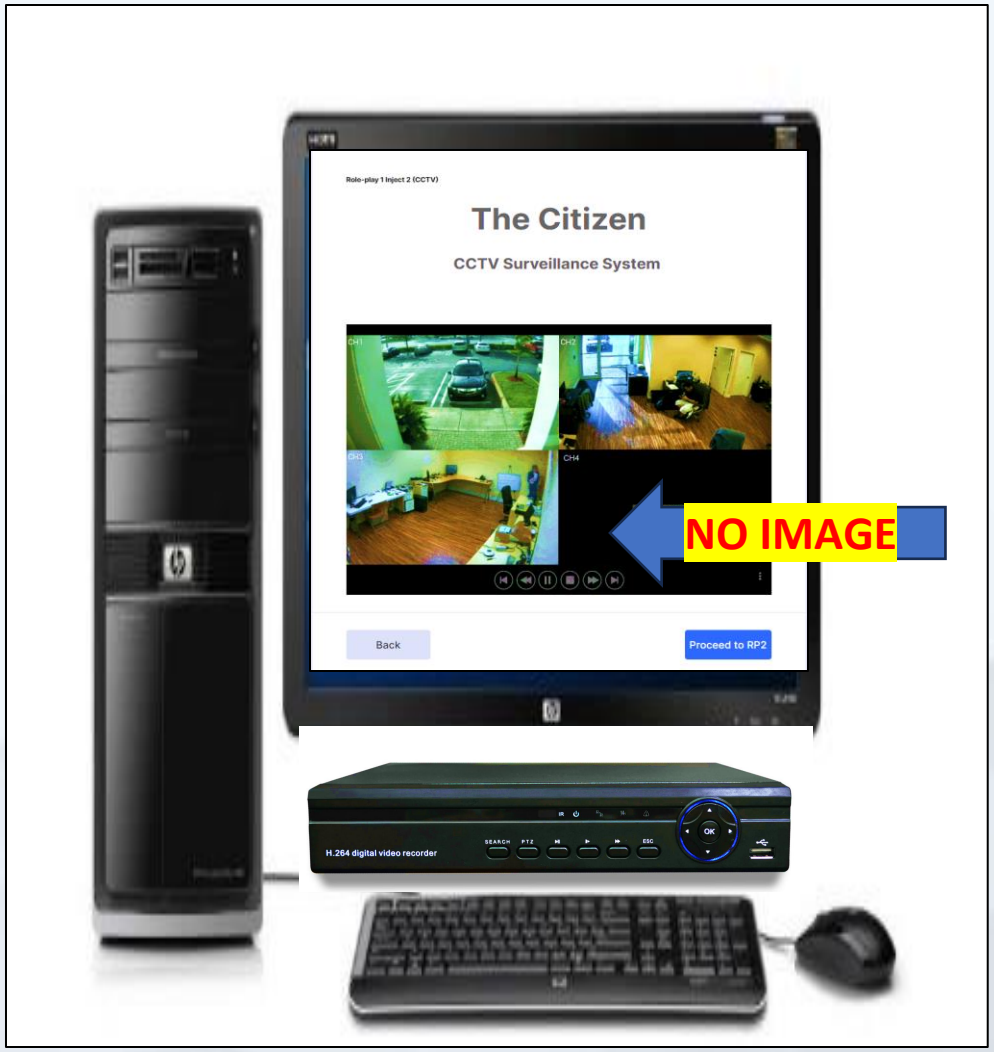
Reset/ Reboot System



Check camera lens for damage



Check cable connection



Inject 2

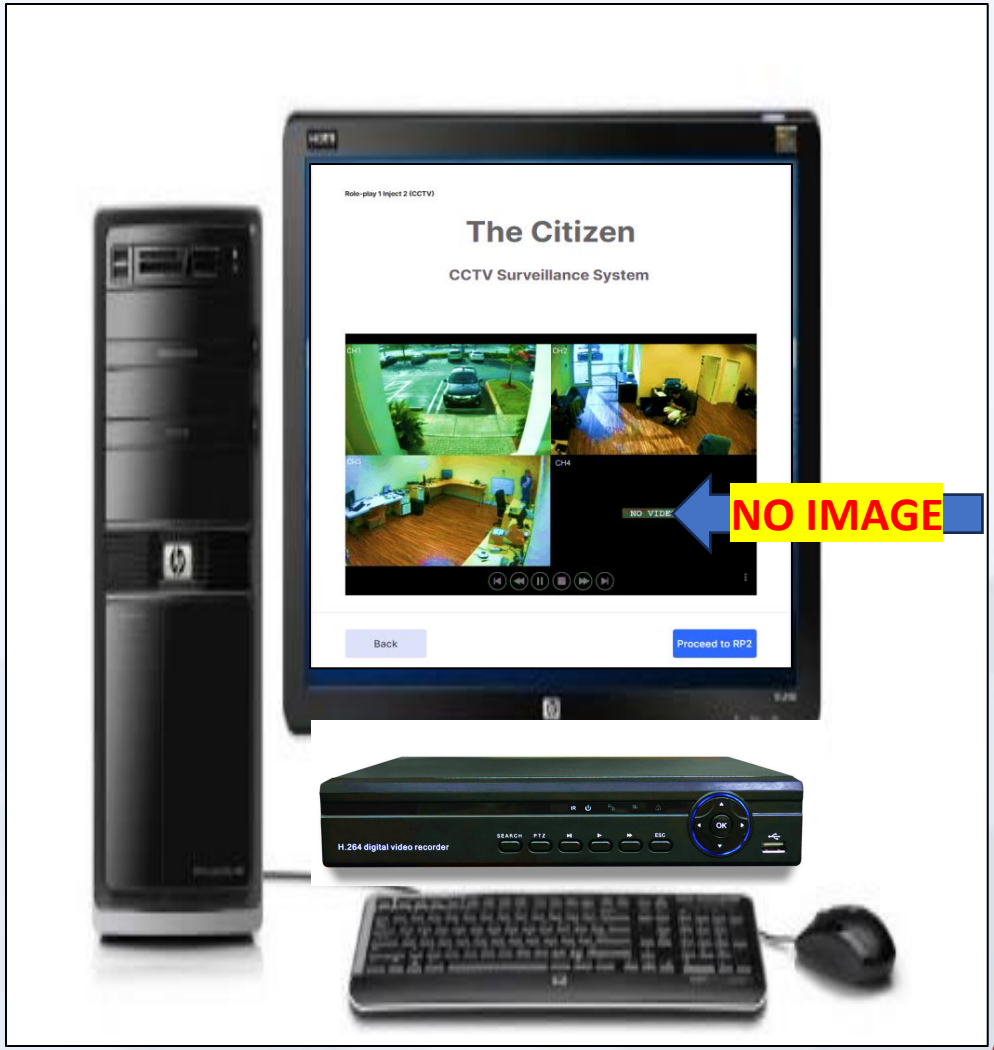
Unable to troubleshoot, what must you do?

- Inform supervisor and management ,

call maintenance.

- Update in Occurrence book,

Incident report and Fault report book



Inject 3

Assessor to candidate: Explain the purpose of the different components of the surveillance equipment.



CCTV Camera: To detect unauthorised entry in sensitive area .



DVR Recorder : Record footage, Storage and Playback for future viewing.



Video Analytic : To alert on suspicious person or items.

Role Play 1 (Recap)

SEC-TEM-2004-1.1

Security Surveillance Management
(Perform Remote Surveillance Function)



ROLE PLAY 1



VERSION 1 START DATE 01 JULY 2023

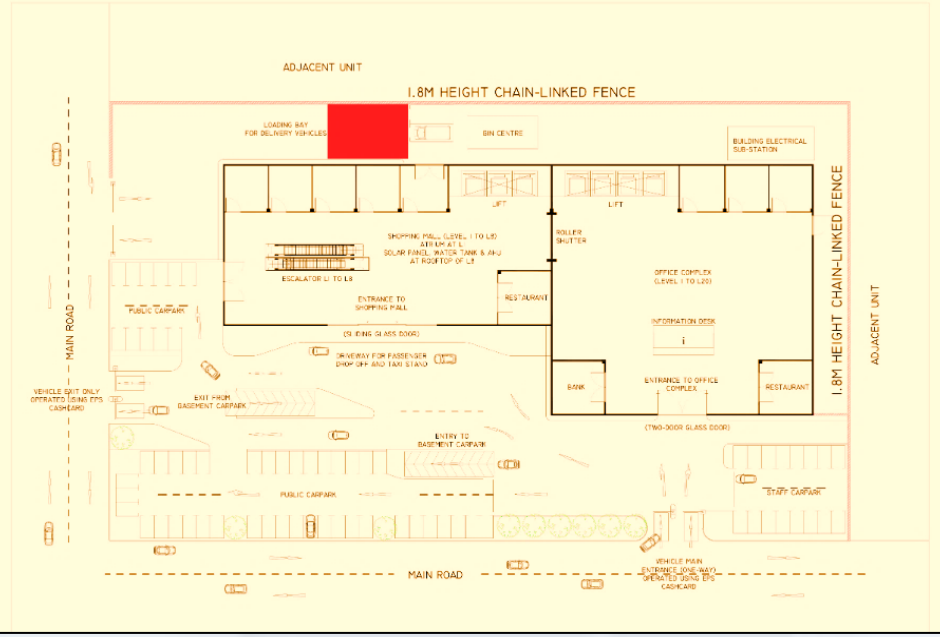
Source: YouTube

Inject 1

Role Play 2

Using the Site Map and Site Information of The Citizen, the candidate is required to brief the officers on areas that are prone to abnormal behaviours and the corresponding suspicious behaviours to look out for.

Site Map - The Citizen



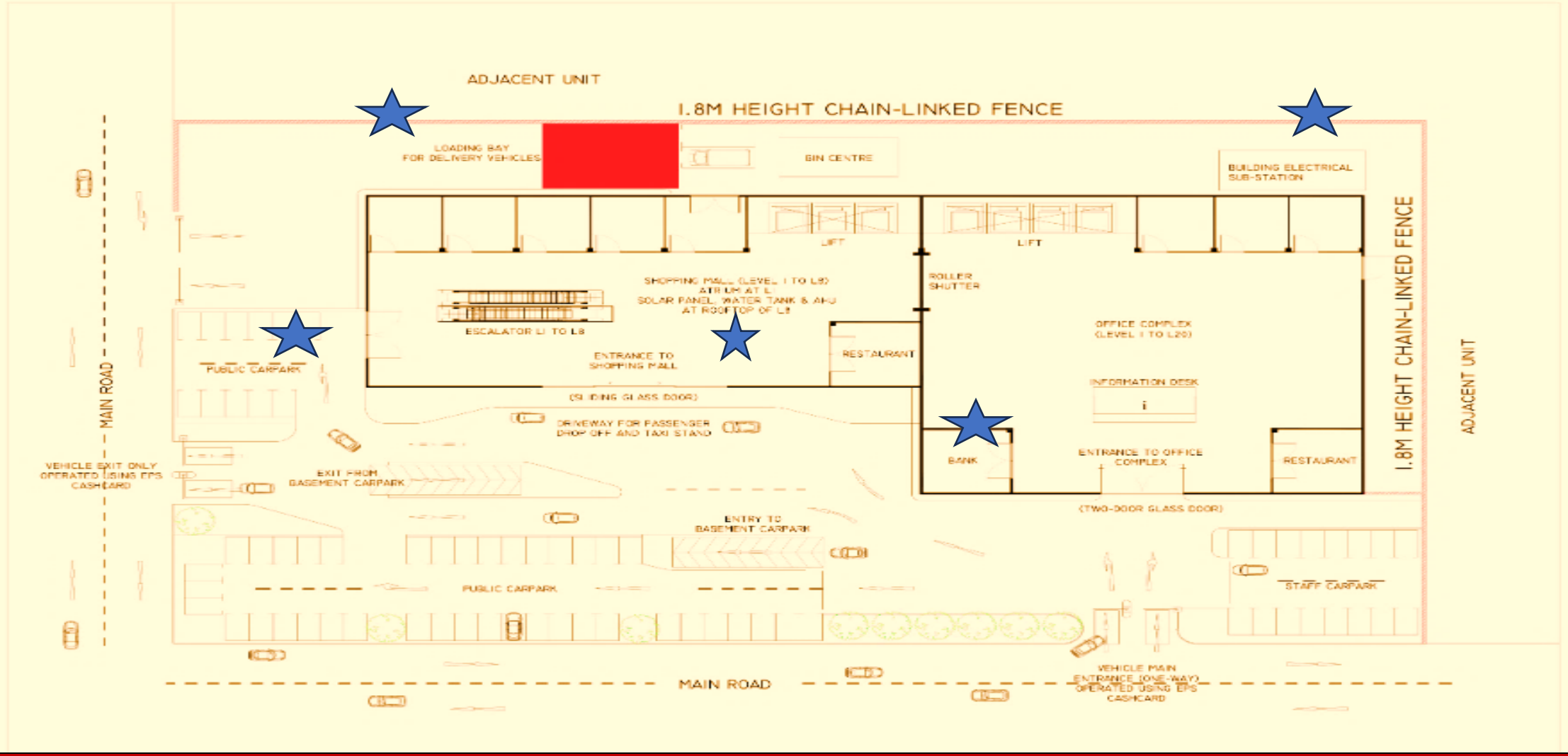
Annex C

Site Information of The Citizen

- The Citizen is a mixed development consisting of an 8-storey shopping mall and a 20-storey office complex (Layout Plan for L1 attached).
- The operating hours of the premise is from 0600 hours to 2200 hours. The loading/unloading bay is out of bounds to unauthorised personnel outside of the operating hours.
- The controlled area (loading & unloading of goods) is marked in **red**.
- There is an open surface carpark and two basement carparks for 500 cars.
- It is protected by a 1.8m (height) chain-linked fence and a carpark barrier operate by Licence-Plate Recognition System during operations hours (6am to 9pm).
- The frontage is an open area interspersed with shrubs of about 1.2m high.
- All floors at the Shopping Mall and the Office Complex are separated by wall structures except at Level 1, Level 4, and Level 7.
- The Shopping Mall and Office complex is connected at L1, L4 & L7, secured by roller shutter to facilitate evacuation during emergency.
- A restaurant and several retail shops are located at Level 1 of the Shopping Mall.
- A Bank is located at Level 1 of the Office Complex together with a Restaurant and more retail shops.
- Level 8 of the Office Complex housed the Veerookan Embassy which was recently rocked with allegations of Human Rights violations and sympathizers are demanding that the embassy be shut down.

POWERAO

Site Map - The Citizen



Good morning officers,

I am SSO (Name) while on duty at ,

Loading Bay and Unloading Bay is out of bound to unauthorised personnel after operating hours.

What can happen : Possible theft

Look out for people loitering after operating hours

Public Carpark – valuable items left at dashboard of car

What can happen: Theft from vehicles

Look out for people loitering and look into the car window with carrying big bag and tools

Retails Shop at Level 1

What can happen: Shoplifting or Theft

Look out for people with large bag or with oversized clothing

Bank located at Level 1

What can happen: Robbery at ATM after operating hours

Look out for people loitering and hide identity

Sub-station – People taking photo

What can happen: Possible sabotage or put bomb/ IED

Look out for people loitering and carry bag

Role Play 2 (Recap)

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Security Surveillance Management
(Perform Remote Surveillance Function)

ROLE PLAY 2





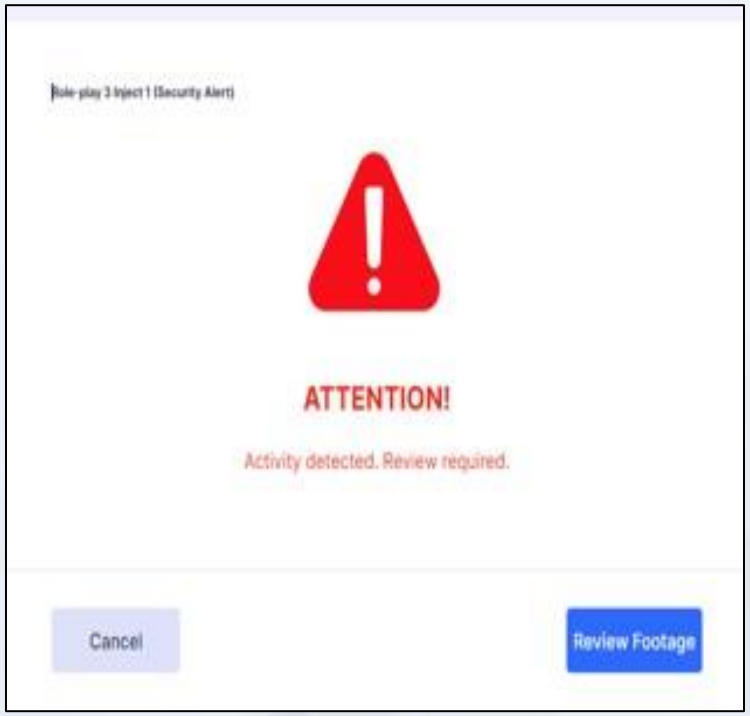
UPDATED DECEMBER 2023

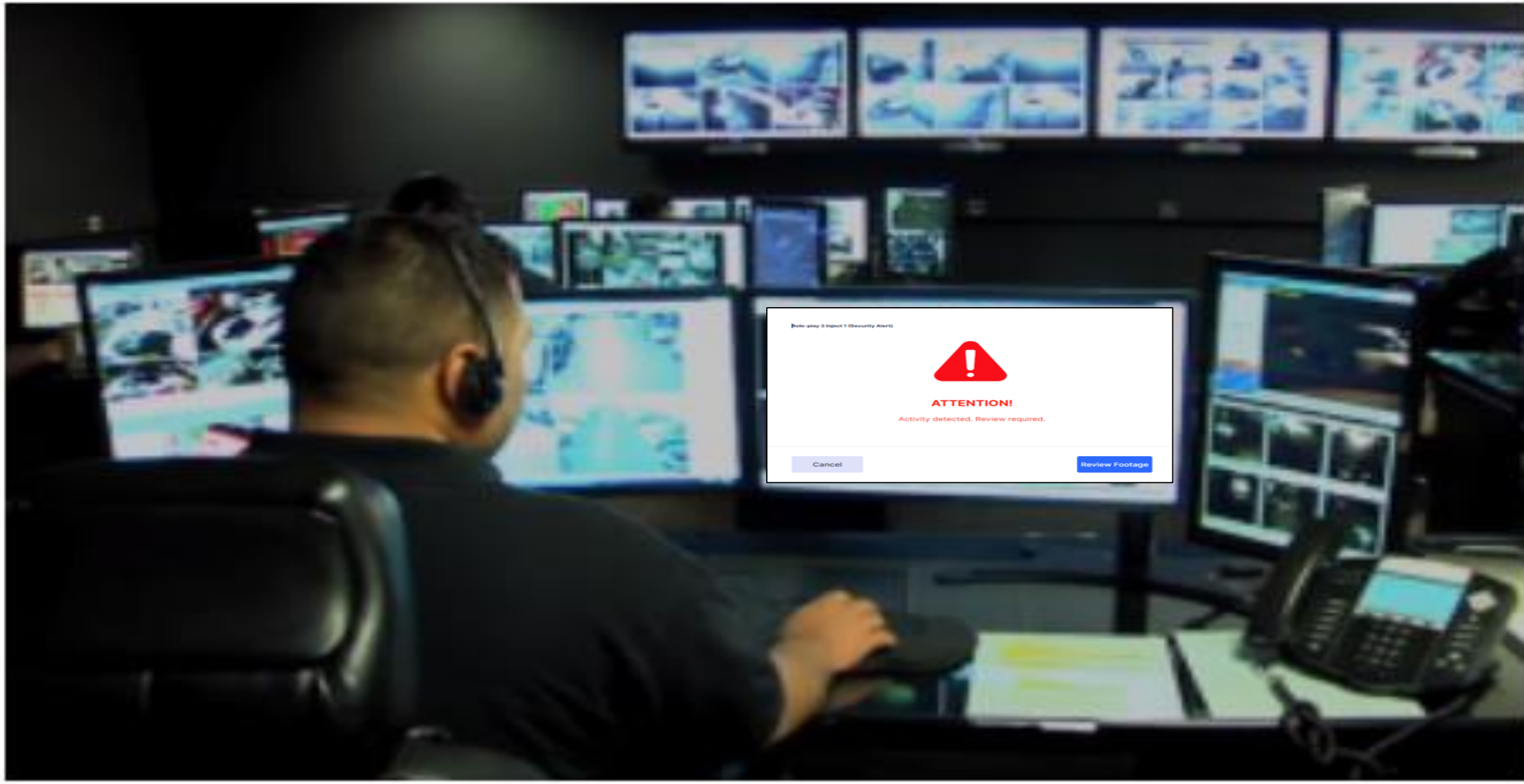
Source: YouTube

Role Play 3

Inject 1

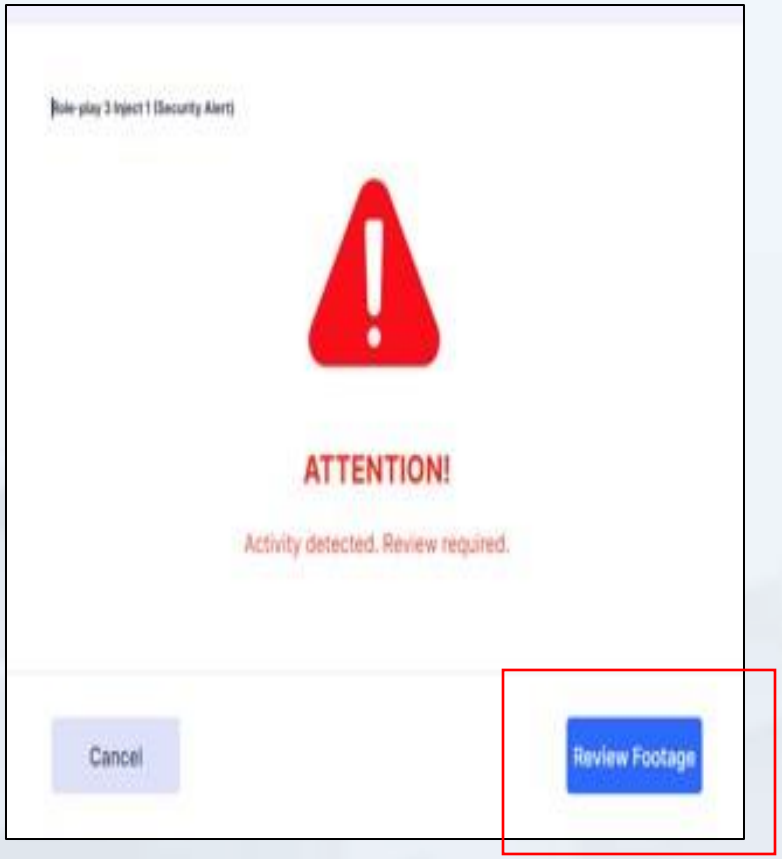
The time is 11pm. A security alert was raised at the loading bay area. Candidate is required to demonstrate the actions to be taken when the was raised and after reviewing the activities of the CCTV storage. He/She is also to use relevant equipment to inform the relevant stakeholders/ authorities the situation accordingly.




ATTENTION!
Activity detected. Review required.
Cancel
Review Footage

- **I will immediately acknowledge and review the footage.**

(Click review footage) .



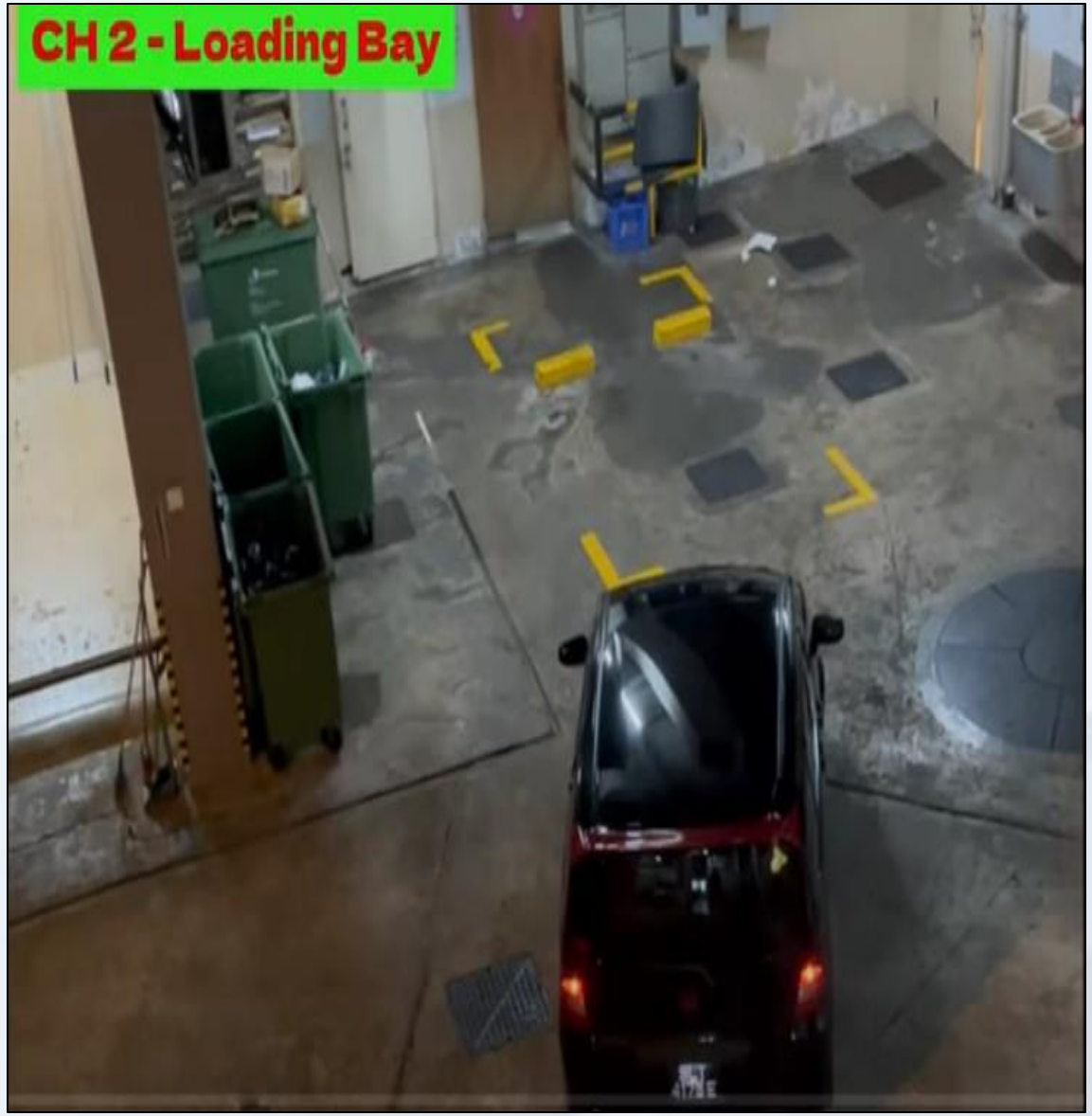
Loading Bay Event 1



Source: YouTube

- I will monitor the CCTV, record the detail of the car and the two men's descriptions into my pocketbook.
  (Zoom In)

- I will deploy 2 officers to the loading bay to check on them.



“Control to Charlie 1 & Charlie 2” proceed to the Loading Bay. There are 2 Chinese men pushing a trolley with a box labelled ABC and have placed the box into a booth of a suspicious car.

The car is black colour , Honda Accord SLT 4175E.

One of the men wearing blue shirt & grey pants, and the other one is wearing a light pants, black pants and cap over!



I will continue to monitor the CCTV and record the footage.

Inject 2

Candidate will review the 2nd CCTV footage and describe his/her observations and assessments of the situation. He/ She will also demonstrate the actions to be taken to inform the relevant stakeholders/ authorities and record the situation accordingly. The candidate will also required to demonstrate the steps and information to be provided to escalate the situation to relevant stakeholders and enforcement teams to carry out appropriate action.

Loading Bay Event 2



Source: YouTube

- After watching the footage,

Inform supervisor by using the telephone.



"Hello Supervisor" this is SSO….there is an incident of unauthorised entry and possible theft at the Loading Bay. 2 men's loaded a box into the car booth. When our officers approached them, they pushed our officers away and drive towards East Coast Road.

Supervisor: I will update the management, please call the police now.



"Hello POLICE" this is SSO… from The Citizen! There is a possible theft & unauthorised entry in our building. Around 11pm today our officers approached two Chinese suspects who were loading a box label ABC into their car booth. The suspects pushed our officers & drove away in Black Honda Accord ,SLT 4175E towards East Coast Road.

The driver is wearing a light brown shirt, black pants and a cap. And the passenger is wearing a blue shirt & grey pants. Please send officer to investigate. May I have your name & report number? Thank you!

- I will update supervisor and management.

- **I will update in my occurrence book, put up a e-incident report and** download the footage for police investigation.

Inject 3

After police has been informed of the security incident, the candidate is required to demonstrate the actions to be taken to inform the relevant stakeholders using the broadcast function.

- **I will broadcast the message to alert the security officer.**

Role-play 3 Inject 3 (Broadcast Alert)

The Citizen

Broadcasting System

Nature of case: *

- [ ] Case of Theft
- [ ] Case of Fire
- [ ] Suspicious Character
- [ ] Others (please specify)

Message to be broadcasted: *

Type here...

Enter details of incident

Cancel

Broadcast

Nature of Case: **Case of theft**

Message to be broadcast: Possible theft 2 suspects.

Suspect 1- Blue polo tee with grey pants.

Suspect 2- Light brown polo tee, black pants and black cap.

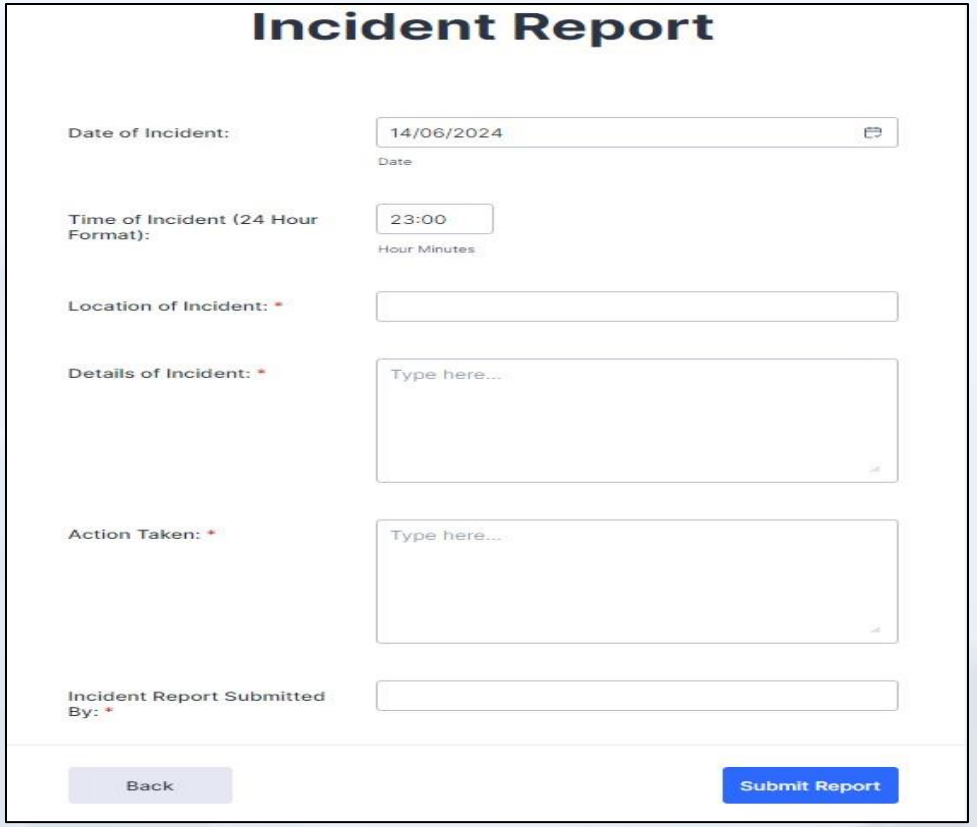
Push a box with label ABC into car booth.

Security officers were pushed away when approach the suspects.

Drive away in Black Honda Accord SLT 4175E.

Inject 4

After police has completed the investigation and left the scene, the candidate is required to put up an e-incident report (using the e-assess tool) and report the details of the incident to his/her internal stakeholders.



Date of Incident:

Time of incident: 23:00

Location of Incident: Loading Bay

- **Details of Incident:** Received an alert on CCTV system at 2300 hours. A black Honda Accord SLT 4175E was at the loading bay after operating hours.

- 1 man is wearing blue polo tee with grey pants, another man wearing brown polo tee, black pants and black cap were pushing a trolley with a box labelled ABC, loaded the box into the car booth. 2 officers were dispatched to investigate.
- The suspect pushed the officers away and drove off towards East Coast Road.

- **Action Taken**: Informed Supervisor, Management and called the Police.

Cordon off the area for police investigation.
Police report number: P/1234

Incident Report Submitted by: SSO…….

Role Play 3 (Recap)

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Security Surveillance Management
(Perform Remote Surveillance Function)

ROLE PLAY 3





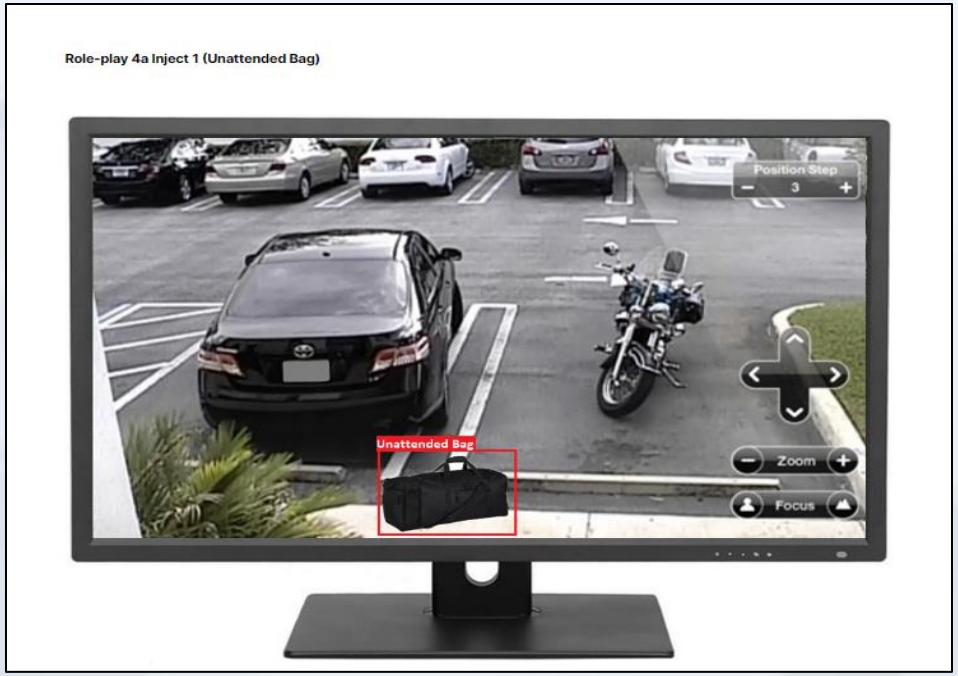
VERSION 1 START DATE 01 JULY 2023

Source: YouTube

Role Play 4A

Inject 1

A security alert was raised at the public carpark near to the entrance of the shopping mall. The CCTV footage revealed an unattended black bag near a parked vehicle. Candidate is required to demonstrate by explaining his assessment of the situation and to take the necessary actions to escalate the situation and report the abnormal behaviours to relevant stakeholders.



- I will monitor the CCTV and record in my pocket book.

Control to “Charlie one” there is a suspicious black bag at the public carpark on the walkway in between a black car and motorcycle. Please go and check over!





I will continue to monitor the CCTV and make sure it is recording.

Inject 2

Assessor: Ground officer updated that the bag was misplaced by the staff who was engaged by the facility management to do after hours pest control. The bag is claimed by the staff. Explain the actions to be taken after the updates from ground officer.

- I will confirm it is a false alert after the officer have check and the bag is not found suspicious.
- One of the pest control man came and informed that the bag belongs to him. The bag was given to him and he left with the bag.
- Inform supervisor and management, update in P.O.I

Role Play 4B

Inject 1

A security alert was raised at the public carpark. The CCTV footage revealed a group of 5 young men congregating at the carpark and the situation appeared to be hostile. Candidate is required to demonstrate by explaining his assessment of the situation and to take necessary actions to escalate the situation and report the abnormal behaviour to relevant stakeholder.



- I will monitor the CCTV and record the descriptions of the men's into my pocketbook.

Control to "Charlie one and Charlie two" There are 5 suspicious men's gather at the public carpark look threatening. Please go and check over and report back to me over!





I will continue to monitor the CCTV and make sure it is recording.

Inject 2

Assessor: Ground officer updated that the 5 men's are friends. One of them is intoxicated and turned unruly and the friends were trying to help them. They have since left the premises. Explain the actions to be taken after updates from ground officer.

- I will confirm it is a false alert and the 5 people are friends and not suspicious. One of them was drunk but the friends took care of him. Officer has taken down the particular and they have left.
- Inform supervisor and management, update in P.O.I

Role Play 4A & 4B (Recap)

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Security Surveillance Management
(Perform Remote Surveillance Function)

ROLE PLAY 4





VERSION 1 START DATE 01 JULY 2023

Source: YouTube

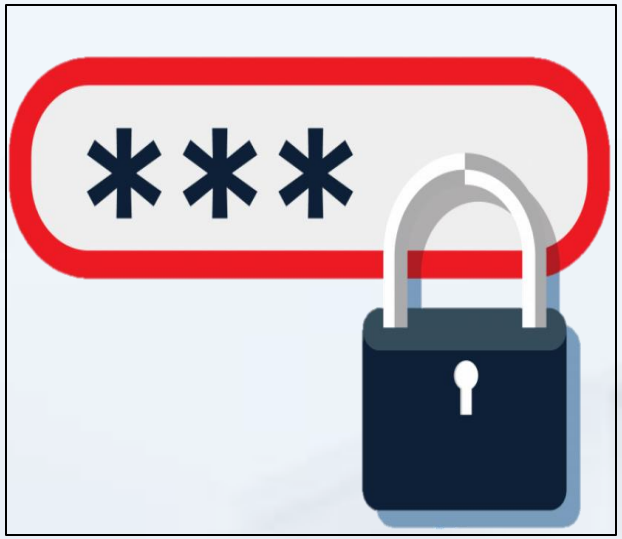
DAY 2

WSQ – Security Surveillance Management

Welcome back!

Oral Questions

1) What are the **measures should be taken** when deploying security software that is performing remote access surveillance functions?



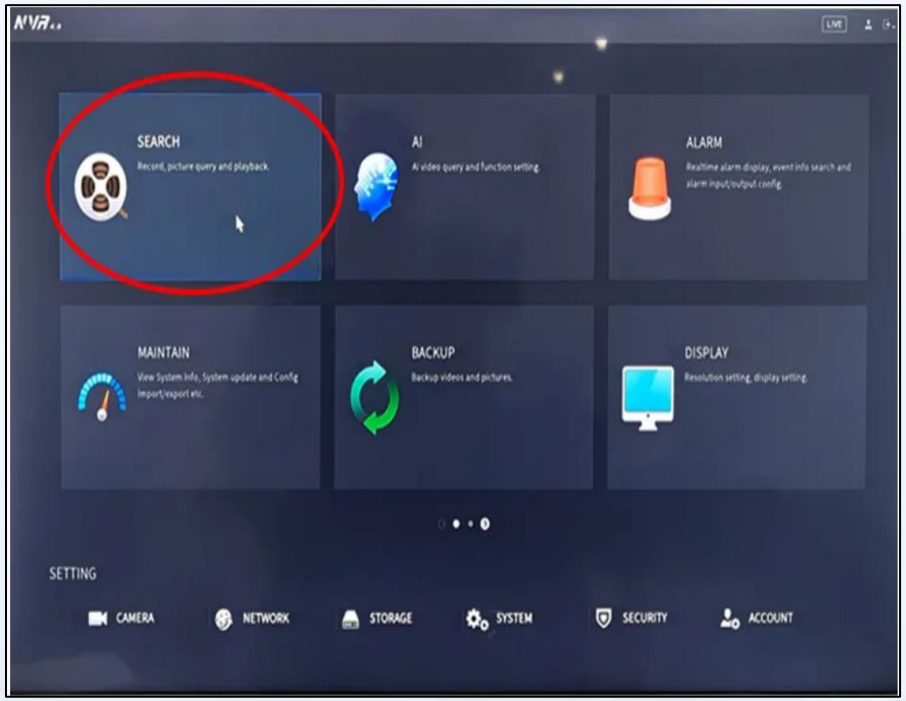




- **Use strong password**
- **Firewall is installed**
- **Do not connect to free or public WIFI**

Oral Questions

2) What are the **functions of a recording equipment** for review purposes?

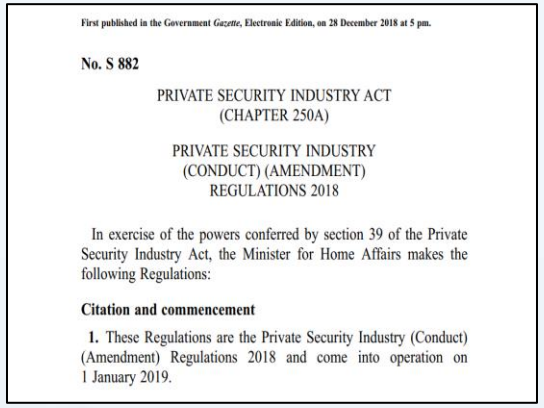




- **Record, Store, Playback, (Rewind)**

Oral Questions

3) What are the **Legal / Regulatory considerations** relevant to operations of security surveillance.



First published in the Government *Gazette*, Electronic Edition, on 28 December 2018 at 5 pm.

No. S 882

PRIVATE SECURITY INDUSTRY ACT
(CHAPTER 250A)

PRIVATE SECURITY INDUSTRY
(CONDUCT) (AMENDMENT)
REGULATIONS 2018

In exercise of the powers conferred by section 39 of the Private Security Industry Act, the Minister for Home Affairs makes the following Regulations:

Citation and commencement

1. These Regulations are the Private Security Industry (Conduct) (Amendment) Regulations 2018 and come into operation on 1 January 2019.



- **Permits issued from the relevant authorities to install of surveillance equipment in public areas.**
- **Personal Data Protection Act: (PDPA)**
- **Private Security Industrial Act**

https://sso.agc.gov.sg/SL-Supp/S882-2018/Published/20181228170000?DocDate=20181228170000

Oral Questions

4) What are the **examples of security equipment with augmented analytic** capabilities?

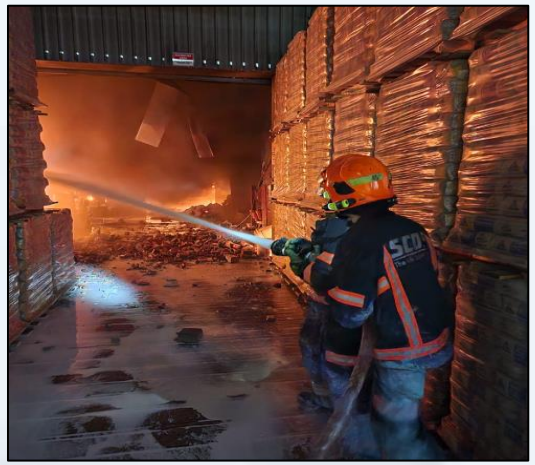




- Facial Recognition
- License Plate Recognition
- Visitor Management System

Oral Questions

5) What are the **types of incidents/ situations** that will be escalated to the police when performing security surveillance?





- Fire (Big)
- Crime in progress
- Disorderly behaviour

Oral Questions

6) What are the **purpose of using brevity code** during a security situation?



- **To maintain of confidentiality**
- Outsider will not know who are we are talking to
- **To send message discreetly to security officer**

Oral Questions

7) What are the **types of remote surveillance** equipment and their uses?





- Global Positioning System (GPS) – Remote tracking and monitoring movement of people and vehicle.

- Access Log- To track and monitor people in and out of places.(we can see the people who are using the access card and track their movement.)

Oral Questions

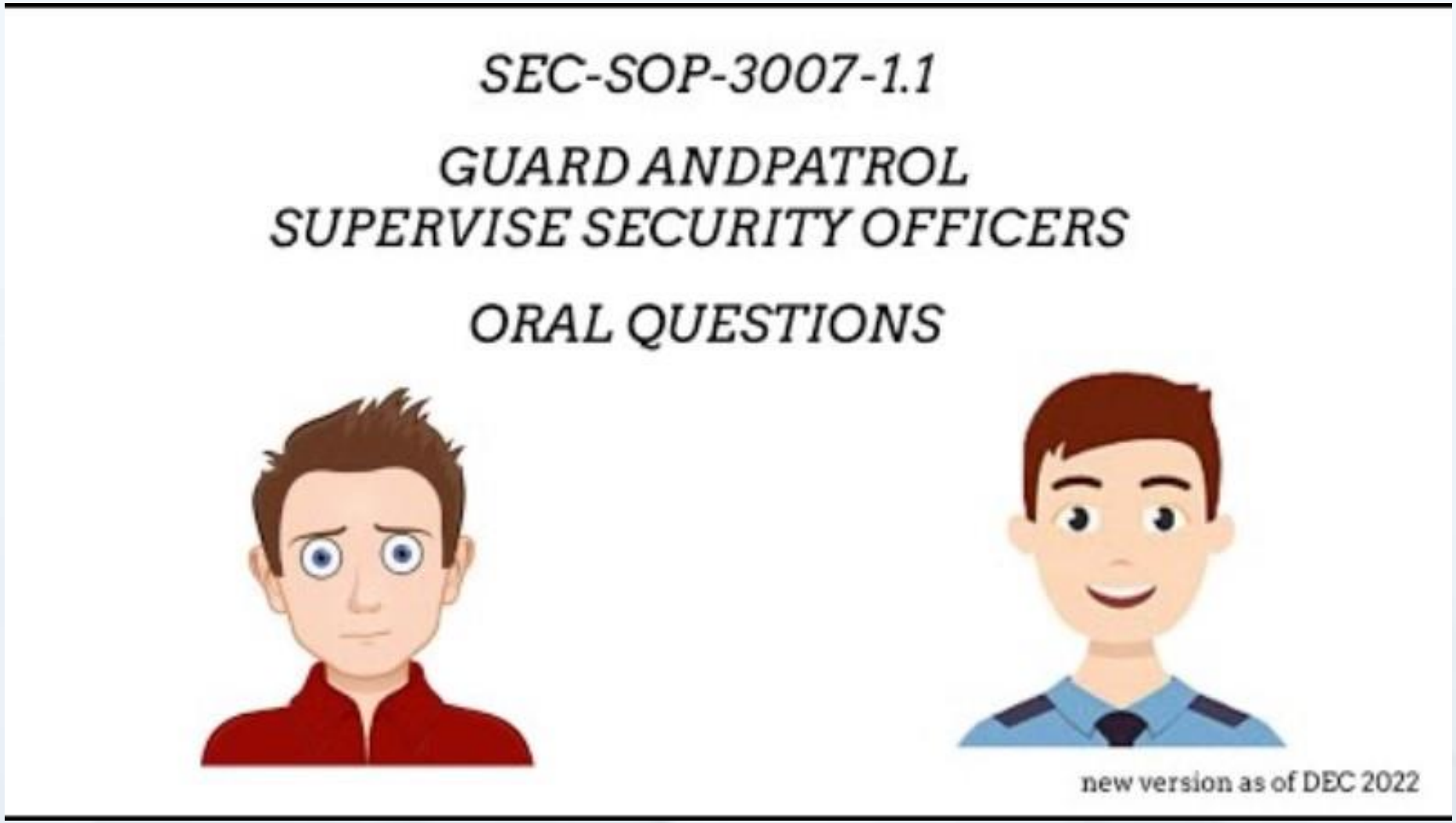
8) What are some examples where video analytic capabilities can improve security?





- **Use less manpower**
- **Detect and trigger movement**
- **Detect and trigger unattended item**

Oral Questions (Recap)



Source: YouTube

Quiz

Go to pigeonhole.at

Enter passcode: CBM1234



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