



HEALTH, SAFETY AND SECURITY TRAINING

Control Room Operations and CCTV Surveillance

3 day course

Classroom, online or in-house

Course overview

A control room can watch a hundred cameras and see nothing, because sustained attention to screens where almost nothing happens is a task humans perform badly and cannot be trained out of. This course designs around that rather than ignoring it. Delegates work through operator vigilance and the shift length, rotation and break regime that keeps detection rates up. Camera coverage is addressed from the operator's side: what a camera can actually resolve at a given distance, and the difference between detection, recognition and identification. Video management, recording retention and search are covered. Proactive surveillance technique follows, including behavioural indicators and the systematic scanning that outperforms staring. Alarm handling and verification are addressed, with false alarm management, since an operator who has learned to disbelieve alarms is a liability. Radio communication and incident coordination are covered. Escalation and response dispatch follow. Evidence handling from recorded footage is addressed, including export, integrity and what a court expects. The course closes on operator wellbeing and on measuring control room performance.

What you will learn

- Manage vigilance through shift length, rotation and breaks
- Judge what a camera can resolve for detection, recognition or identification
- Operate video management, retention and search effectively
- Apply proactive scanning and behavioural indicators
- Handle alarms and control false alarm rates
- Coordinate incidents by radio and dispatch response
- Export footage as evidence with integrity, and measure performance

Who should attend

- Control room operators and supervisors
- Security managers overseeing surveillance
- Loss prevention and monitoring staff
- Municipal and precinct camera operators
- Technicians supporting surveillance systems

Course outline

- 01 Watching everything, seeing nothing
- 02 Operator vigilance, shifts and breaks
- 03 Detection, recognition and identification
- 04 Video management, retention and search
- 05 Proactive scanning and behaviour
- 06 Alarm handling and false alarms
- 07 Radio coordination and dispatch
- 08 Evidence export, integrity, wellbeing and performance

Upcoming dates



Dates	Venue	Format	Fee per delegate
28 to 30 September 2026	Cape Town, South Africa	Classroom	R14,950
26 to 28 October 2026	Online	Online	R6,500
22 to 24 February 2027	Mbabane, Eswatini	Classroom	R14,950

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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