BLACKBIRD FOR TRAINING

Control Room Operations & CCTV Systems

2 – 6 May 2027
Dubai (UAE)

UK Traininig
PARTNER



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Course Introduction

Closed-Circuit Television CCTV systems are a core pillar of modern security across government facilities, banks, airports, critical infrastructure, and commercial complexes. With rapid advances in digital technologies and the integration of artificial intelligence, surveillance is no longer limited to passive monitoring. Today, CCTV systems play a vital role in threat detection, incident response, analytical assessment, and secure documentation.

This course is designed to equip participants with the practical knowledge and operational skills required to manage and operate CCTV systems efficiently and professionally. The program follows recognized security best practices and standards, enabling organizations to enhance the protection of people and assets while supporting informed security decision-making.

Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals of CCTV systems and their role within the security ecosystem
- Operate and monitor CCTV systems efficiently and professionally
- Identify different camera types and recording technologies
- Respond to security incidents and analyze video footage effectively
- Apply legal, ethical, and privacy requirements related to surveillance
- Support security and safety teams and contribute to effective security decisions

Course Outlines

Day 1: CCTV Fundamentals and Security Role

- Concept of CCTV systems and their role in security operations
- Components of a CCTV system cameras, DVR/NVR, storage units
- Differences between analog and IP-based digital systems
- Principles of security coverage and camera viewing angles

Day 2: Camera Types and Technologies



- Types of cameras:
    - Fixed
    - PTZ
    - Dome
    - Bullet
- Night vision and infrared IR technologies
- Image resolution and recording quality
- Basic networking concepts and camera connectivity

Day 3: Surveillance and Control Room Operations

- Control room operations and management
- Effective surveillance techniques and monitoring practices
- Event logging and documentation
- Detection of suspicious behavior and risk indicators

Day 4: Incident Response and Investigation

- Response procedures for security incidents
- Reviewing and analyzing recorded video footage
- Professional security report writing
- Coordination with relevant internal and external authorities

Day 5: Legal Requirements and Advanced Applications

- Privacy considerations and legal regulations in surveillance systems
- Ethics of surveillance and responsible use of CCTV
- Introduction to AI and video analytics
- Case studies and practical applications
- Course review and conclusion

Target Audience

- Security and safety personnel
- Control room operators
- Facility and site managers
- Security teams in banks and airports
- Personnel working in private security companies



Why Attend This Course: Wins & Losses!

- Practical, hands-on mastery of CCTV systems and control room operations
- Clear understanding of end-to-end surveillance workflows, from live monitoring to incident reporting
- Enhanced ability to detect threats early, assess risks, and respond effectively to security incidents
- Improved efficiency in video analysis, documentation, and professional security reporting
- Strong awareness of legal, ethical, and privacy requirements governing surveillance systems
- Greater confidence in supporting security teams, facility management, and decision-makers
- Increased professional credibility in security operations, control rooms, and surveillance roles

Conclusion

This course, delivered by BlackBird Training Centre, provides a strong professional foundation for operating and managing CCTV systems within modern security environments. Participants will gain practical skills in surveillance operations, incident analysis, and professional reporting, ensuring enhanced security readiness and effective response to evolving security challenges.

