COURSE INFORMATION

Control Room Operations

Monitor. Communicate. Coordinate. Respond.

Course Overview

The **Control Room Operations** course equips participants with the knowledge and practical skills to operate, coordinate and supervise modern security control rooms. The programme explains how central monitoring and communication facilities support surveillance, alarm management, incident response and the timely flow of security information.

Participants gain insights into CCTV monitoring, radio communication, alarm verification, incident escalation, documentation, shift handover and emergency coordination. The training strengthens operational awareness, communication discipline, decision-making and professional control room management.

Who Should Enrol?

Retired and transitioning military, police and other security personnel; CCTV operators; security supervisors; radio communications officers; corporate and private security officers; facility security teams; and professionals entering control room or security coordination roles.

COURSE PURPOSE

To prepare security professionals to manage control room monitoring, communicate accurately, maintain reliable records and coordinate incident response across security teams.

Course Outline

Ten modules covering monitoring, communications, incidents and emergency coordination.

01	**Control Room Fundamentals** • Role and functions of security control rooms • Operator and supervisor responsibilities • Command, control and professional discipline
02	**Organisation and Procedures** • Control room layout and essential equipment • Standard operating procedures and access control • Operational readiness and information security
03	**CCTV and Video Monitoring** • Live video monitoring and observation methods • Recognising suspicious activity and security events • Communicating findings to response teams
04	**Radio Communication** • Radio equipment, channels and procedures • Clear message handling and radio etiquette • Coordinating posts, patrols and backup communications
05	**Alarm Management** • Intrusion, fire and access control alerts • Alarm verification and response prioritisation • Handling false alarms and recurring alerts
06	**Incident Escalation and Reporting** • Identifying and classifying security incidents • Escalation paths and communication with management • Coordinating responses and incident reports
07	**Operational Records** • Daily occurrence books and shift logs • Electronic records and incident documentation • Accuracy, confidentiality and retention
08	**Shift Handover and Continuity** • Shift schedules and staffing coverage • Structured handovers and outstanding incident updates • Operator alertness and uninterrupted monitoring
09	**Emergency Coordination** • Emergency communications and notifications • Coordinating security and emergency response teams • Evacuation support and communication continuity
10	**Supervision and Performance** • Control room leadership and supervision • Performance indicators and operational reviews • Training, quality assurance and improvement

Key Focus Areas

Core competencies for effective and reliable security control room operations.

Control Room Management	Organisation, responsibilities and operating procedures.
Video Surveillance	Live CCTV monitoring and detection of unusual events.
Radio Communication	Clear communications and coordination of security teams.
Alarm Management	Alarm verification, prioritisation and response.
Incident Escalation	Incident identification and appropriate reporting lines.
Operational Documentation	Incident reports, communication logs and daily records.
Shift Handover	Reliable shift transitions and continuous monitoring.
Emergency Coordination	Response communications, notifications and teamwork.

Expected Learning Outcomes

- Explain the responsibilities and procedures of modern security control rooms.
- Monitor CCTV feeds and communicate security observations accurately.
- Manage radio communications, alarms and incident escalation.
- Maintain reliable control room logs and complete effective shift handovers.
- Coordinate emergency communications and support response teams.

Take the Next Step

Develop practical control room monitoring, communications and coordination skills. Contact **VOW Nigeria** for course duration, training format, practical sessions, eligibility, fees and upcoming enrolment opportunities.

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Enquiries and enrolment should be made through VOW Nigeria’s official registration channels.