Course Profile of the Training for Central Alarm Monitoring Station (*CAMS*) Operators

    With effect from 27 December 2006, all employees deployed to operate a CAMS must undergo and pass the above training in addition to the 16-hour initial basic training (as prescribed in (I)(*m*) of "Matters to which the Security and Guarding Services Industry Authority shall have regard when determining an application for a security company licence") before performing related operational duties. The duration and contents of the course should be no less than those prescribed in this course profile.

1.	Course Name	Training for Central Alarm Monitoring Station Operators
2.	Course Aim	To provide trainees with sound knowledge and skills of CAMS operation
3.	Learning Outcome	By the end of the course, trainees will be able to: (a) have the overview of the functions and operations of the following CAMS related systems: (i) CAMS role (ii) Alarm industry (iii) Burglar Alarm Systems (iv) Fire Alarm Systems (v) Environmental Alarm Systems (b) understand the role of a CAMS operator (c) operate the following central station equipment: (i) Alarm receiver (ii) Radio networks (iii) Telephone systems (iv) Cellular networks (v) Internet monitoring (vi) Transmission protocols (d) understand the emergency procedures
4.	Target Trainee	Security personnel who have completed the 16 hours' initial basic training course and intend to become the CAMS operators of Type I companies
5.	Duration	Minimum 16 hours' training plus 1 hour's assessment

6.	Syllabus	Topic	Duration
		Overview of CAMS operations: (a) Functions of the CAMS (b) Alarm industry (c) Burglar alarm systems (d) Fire alarm systems (e) Environmental alarm systems	1 hr & 30 mins
		Roles of CAMS operator: (a) Standards of code (b) Monitoring of alarms (c) Additional responsibilities (d) Legal liability (e) Personal safety (f) Alarm verification (g) Procedures for actions	8 hrs
		Central Station Equipment: (a) Alarm receiver (b) Radio networks (c) Telephone systems (d) Cellular networks (e) Internet monitoring (f) Transmission protocols	4 hrs & 30 mins
		Emergency Procedures: (a) Automation system failure (b) Alarm receiver failure (c) Telephone networks failure (d) Personnel shortages (e) Disasters	2 hrs

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