SYLLABUS
CCTV Installation Technician

Level Code: III

Vertical Name: IT Hardware

Course Code: EL/S/L3/C014 TL/S/L3/C031

Course Name:2.3.4 CCTV Installation technician (ESSCI/TSSC)

Objective of the Course:
CCTV Installation Technician: Also called 'CCTV Installer', the CCTV installation Technician provides after sale support services to customers, typically, at their premises

Brief Job Description: The individual at work is responsible for installing the CCTV system in the customer premises. The individual understand the customer and site requirement, installs the camera and integrates the hardware for effective CCTV surveillance system functioning.

Personal Attributes: The job requires the individual to have: ability to build interpersonal relationships, patience, listening skills and critical thinking. The individual must be willing to travel to client premises in order to install equipment at different locations.

Learning Outcomes:
NOS # ELE/N4609- Visit site and understand customer requirement
1. Interact with the customer
2. Understand their requirements
3. Visit the site
4. Understand the site condition and requirement
5. Suggest possible solutions
6. Decide on the CCTV system to be installed
7. Achieve productivity and quality standards

ELE/N4610Install the CCTV camera
1. Procure the hardware required for installation
2. Test the hardware before installation
3. Connect the cables
4. Install and setup the camera
5. Use appropriate tools and equipments for installation
6. Achieve productivity and quality standards

ELE/N4611 Setup the CCTV surveillance system
1. Connect CCTV camera and DVR with system
2. Set up CCTV system
3. Ensure system functioning, perform demo
4. Complete installation, report
5. Interact with customer
6. Interact with Supervisor
7. Achieve productivity and quality as per company's norms

NOS # ELE/N9909 - Coordinate with colleagues and co-workers

1. Interact with supervisor or superior
2. Report potential areas of disruptions to work process
3. Spot process disruptions and delays
4. Coordinate with colleagues

Expected Job Roles:	**Duration of the Course (in hours)**
CCTV Installation technician	350 hours

Minimum Eligibility Criteria and pre-requisites, if any
10th Passed

Professional Knowledge:
NOS # ELE/N4609- Visit site and understand customer requirement
KA1. company's policies on: customer care, warranties, products
KA2. company's code of conduct
KA3. organization culture and typical customer profile
KA4. company's reporting structure
KA5. company's documentation policy
KA6. company's service level agreements and policies
KB1. CCTV camera installation requirement in terms of equipment, system , tools, applications appropriate for a particular site
KB2. preparation of field and site for camera installation
KB3. design criteria for CCTV camera installation
KB4. location criteria for CCTV camera installation
KB5. different types of CCTV equipment in the market, their specifications and prices
KB6. different types of CCTV camera and associated systems
KB7. different types of DVR and their purposes
KB8. tools and equipment to carry for installations
KB9. precautions to be taken while handling field calls and dealing with customers
KB10. relevant reference sheets, manuals and documents to carry in the field

ELE/N4610Install the CCTV Camera
KA1. company's policies on: incentives, delivery standards, and personnel management
KA2. company's sales and after sales support policy
KA3. importance of the individual's role in the workflow
KA4. reporting structure
KA5. company's policy on product's warranty and other terms and conditions
KA6. company's line of business and product portfolio
KA7. company's customer support and service policy
KB1. basic electronics involved in the hardware
KB2. basic electrical and wiring
KB3. different types of electronic surveillance products and functionalities
KB4. functions of electrical and mechanical parts or modules
KB5. typical customer profile
KB6. elements of CCTV systems such as camera, DVR, monitor
KB7. company's portfolio of products and that of competitors

KB8. installation procedures given in the manuals
KB9. specification and the procedures to be followed for setting up the system
KB10. different type of cables used for data transmission and power transmission
KB11. power requirement of different CCTV related equipment
KB12. video recording of footage – analog and digital
KB13. different types of camera available in the market
KB14. camera specifications such as focus, lens type, zoom
KB15. controls of different options in camera such as rotation, speed of movement in pan / tilt camera
KB16. voltage and power requirement for different hardware devices
KB17. how to operate the system and other hardware
KB18. safety rules, policies and procedures
KB19. quality standards to be followed

ELE/N4611 Setup the CCTV surveillance system
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KB9. controls of different options in camera such as rotation, speed of movement
KB10. voltage and power requirement for different hardware devices
KB11. integration of hardware to setup the system
KB12. parameters and specification for different types of system integration
KB13. accessing image from remote locations
KB14. CCTV monitoring and control over IP network / Internet
KB15. IP technology and networking principles
KB16. basics of networking
KB17. video recording technologies
KB18. controls in digital video recorder and their usage
KB19. how to operate the system and other hardware
KB20. safety rules, policies and procedures
KB21. quality standards to be followed

NOS # ELE/N9909 - Coordinate with colleagues and co-workers
KA1. company's policies on: incentives, delivery standards, and personnel management
KA2. importance of the individual's role in the workflow

KA3. reporting structure
KB1. how to communicate effectively
KB2. how to build team coordination

Entrepreneurship Professional Skill:
xvi. Interpersonal skills
xvii. Communication skills
xviii. Behavioural skills
xix. Reading, writing and computer skills
xx. Teamwork and multitasking
xxi. Reflective thinking
xxii. Critical Thinking
xxiii. Decision Making

Core Skill:
9. Installation and Repair Skills
10. Hardware and Software operation skills
11. Networking, Servers and storage hardware related skills
12. Using tools and machines

Detailed Syllabus of Course

Module.No	Module. Name	Minimum No. of Hours
	Visit site and understand customer requirement	
	Install the CCTV Camera	
	Setup the CCTV surveillance system	
	Coordinate with colleagues and co-workers	
	Total Theory / Lecture Hours	150
	Total Practical / Tutorial Hours	200
	Total Hours	350

Recommended Hardware:

1. Different types of CCTV Camera
2. DVR, Monitor, Key board mouse & their hardware
3. Storage device
4. Diagonal cutters, screwdrivers, crimp tools, knife for cabling and camera mounting