



Operational Programme

Example Scenario: Radio Handling Module Guest Services & Communication

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The SAFE Project has been developed in partnership between:



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What is a scenario?

The scenarios can either be large or small and can even take the form of a role play. For example, at the entrance of a venue, different roles and scenarios can be practiced on how to search and check the bags. These scenarios can be extended/varied with objects that are not allowed or the changing behaviour of a 'visitor'.

Another option is a larger assignment, in which more people can participate at the same time. It is also possible to practice different skills in the scenario. The teacher can decide for himself/herself how extensive the situations, dialogues and roles are. Take for example the proficiency of radio handling. Composing a comprehensive scenario for many different people, with various situations and developments is quite easy. This could be a (fictitious) event, where each student has their own function / position. In addition, there is a director with a script who announces new developments at the event, to which the group then has to respond.

It goes without saying that every instructor is free to come up with their own scenarios and variations. It is important that such an exercise is done in every module. Practice through doing is very important for the target group, especially when there is room to make mistakes and to learn. To make the scenario as realistic as possible, it is preferable to do this at an event location.

The two skills that belong to the scenario of this module are discussed together in the toolbox.



Skills

On completion of this module the learner will be able to:

- Operate radio communication equipment and megaphone
- Use correct terminology such as the phonetic alphabet, the 24-hour clock



Recurring themes

Choose from one or more recurring themes that match the learning objective and the teacher's toolbox and integrate them in the lesson and/or assignment



Professional attitude



Proactive awareness



Protocol discipline



Problem solving



Communication



Working in a team

In this scenario, all attention is focused on communicating using the walkie-talkie. The recurring theme is therefore communication.

Background

Handling radio communication equipment is not too difficult, nonetheless it is helpful to practice this skill.

[Teacher Toolbox on the next page](#)

Teacher Toolbox

Create a scenario or roleplay whereby normal communication is practiced. Thereafter the exercise can be extended to represent incidents and other 'problematic' situations.



Scenario suggestion

Event (fictitious), with multiple positions for event security guards. Each position has a task and a job description. In addition, there is an event script. For example, the show has started, the artist is late, visitors have a difficult question, a brawl, a removal for drunkenness, arrest for possession of prohibited weapons, etc. These can be events that are important for each position, but also events for a specific location / position. A director keeps an overview and directs the events.

With the help of such a scenario, both the use of radio and communication skills and everything that goes with it can be practised.

Useful concepts:

- *Communication*
- *Communication line*
- *Means of communication*
- *NATO Phonetic alphabet*
- *Radio handling*

The teacher toolbox gives a scenario suggestion. In de sections below an example of this scenario is given.

Scenario

Supplies

- 8 radio's
- Practice location
- Map of the 'venue' (see picture 1: Venue map)
- Action cards for every position (every position is represented by a triangle)
 - Entrance
 - Emergency exit 3
 - Emergency exit 4
 - Stage left
 - Stage right
 - Standby team 1
 - Standby team 2
 - Central Operator

Explanation of the exercise

In this scenario the use of the radio is practised. Everyone gets their own radio and then we go through a scenario. With the help of a scenario, the following two skills objectives must be achieved.

Skills

On completion of this module the learner will be able to:

- Operate radio communication equipment and megaphone
- Use correct terminology such as the phonetic alphabet, the 24-hour clock



Scenario information

In the scenario you are working on an event, a performance by Katy Perry. Just like in real life, you will be assigned a position. Each position normally involves tasks and responsibilities. Now you will receive a script containing action cards. The moment your position has an action card, send the message that is described. Usually the receiver is the operator. It is possible that the initial message will result in a short conversation with a number of messages back and forth. Carry on this conversation as you see fit.

Before we start with the scenario, the operation of a radio is explained. You will then be explained how to use the radio and what the points for attention are when speaking through a radio.

Assignment 1 - How to operate a radio

- Explain the function and use of a radio. How a radio works. Include the following parts in the explanation:
 - Switching it on and off
 - Making an announcement via the radio
 - Changing channels
 - Using the emergency button
 - Emergency message
 - Other useful features

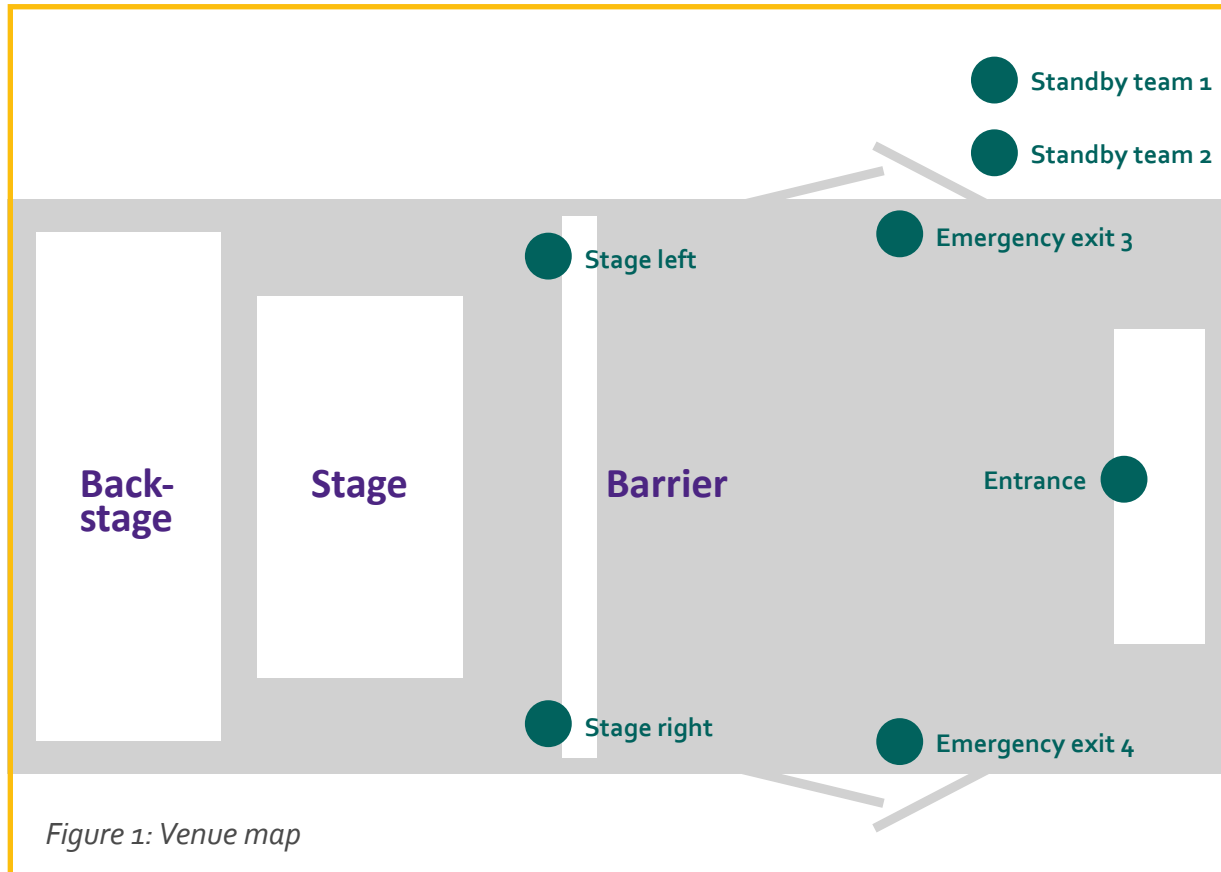
- Sending messages via a radio.
 - First name your own name/position and then the name/position of the receiver and wait for the response to be confirmed.
 - Example:
 - Entrance to the control centre
 - Control centre to Entrance, please state your message.
 - Put your message into words in short, clear language.
 - Example:
 - Everyone is on position, we are ready to open.
 - Thank you, as soon as there is approval from the organisation, you will receive a message to open.



- Use NATO alphabet. When you need to spell something like a name or a license plate, use the NATO alphabet.
- General agreements
 - You wait to speak until someone else has spoken/ finished the conversation.
 - You always inform everyone connected with you if you do something / something happens.
 - If two people are in a conversation but you have an urgent message, you may interrupt a conversation. In that case, report immediately that it concerns an urgent situation.
- Emergencies and radio handling

During a calamity, the signal for radio silence can be given. This is to ensure that silence is maintained, but also to give those involved who do have to communicate the opportunity to do so. When the signal radio silence is given, no one is allowed to talk. The exceptions are the supervisor and the dispatcher. Of course, if one of these people asks you a question via the radio, you will answer it. If there is a life-threatening situation, you may also send a message.

Assignment 2 - Example Scenario: Radio handling by Katy Perry



Action Cards:

Central Operator - Action card 1:

- Check every position:

- Is everyone at their position

- Entrance
- Emergency exit 3
- Emergency exit 4
- Stage left
- Stage right
- Standby team 1
- Standby team 2
- Central Operator

- How is the reception

- Example:

- CP: Central post for position entrance

- Entr: Entrance for central post state your message

- CP: Entrance are you at your position?

- Entr: Yes

- CP: How is the reception?

- Entr: Reception is good.

- CP: Thank you.

Entrance (ENT) - ENT Action card 2:

- Situation: More and more visitors arrive at the entrance.
- Action: Ask the operator if the venue is ready and if production gave the call for open.

Central Operator - CO Action card 3:

- Situation: Entrance asks for permission to open.
- Answer: permission to open doors.
- Action: Inform all others that the venue is open for visitors.

Entrance (ENT) - ENT Action card 4:

- Situation: You have a visitor who claims that he/ she is on the guest list.
- Action: Ask the Central operator how to handle this case.

Central Operator - CO Action card 5:

- Situation: The entrance asks how to handle a visitor who claims to be on the guest list.
- Answer: You can direct the visitor to the artist entrance, there they can check the guest list.

Standby team 1 (STB 1) - STB 1 Action card 6:

- Situation: You are making a surveillance round outside the building. You notice an illegally parked car. Description of the car: Blue Ford transit with plate number: VJ-BG-89.
- Action: Notify the central operator.

Central Operator - CO Action card 7:

- Situation: Standby team 1 came across an illegally parked car.
- Answer & action: Ask for the plate number and reply that you will arrange for a tow truck.

Entrance (ENT) - ENT Action card 8:

- Situation: A visitor is dissatisfied and behaves a bit aggressively. You would like some help from a standby team in case things get worse.
- Action: Explain the situation to the central operator and ask for a stand by team.

Central Operator - CO action card 9:

- Situation: At the entrance is a dissatisfied visitor who behaves aggressively. They would like some back up from a stand by team.
- Answer: you will sent a stand by team.
- Action: Notify a standby team (team 2) and tell them to go to the entrance.
- Action: Notify the entrance that team 2 is on its way.



Standby team 2 (STB 2) - STB 2 Action card 10:

- Situation: At the entrance is a dissatisfied visitor who behaves aggressively. You'll be asked by the central operator to go to the entrance to assist if necessary.
- Answer & action: Let the operator know that you are on your way to the entrance.

Emergency exit 3 (EE3)- EE3 action card 11:

- Situation: A child came to you claiming to have lost her parent.
- Action: Notify the operator of the child with the lost parent. Give a description of the child whereby you use 3 primary and 3 secondary characteristics.

Central Operator - CO action card 12:

- Situation: EE3 reports a child claiming to have lost her parent.
- Answer: Ask for primary and secondary characteristics and tell EE3 that you will make a note. Furthermore tell EE3 to bring the child to the first aid post.

Standby team 2 (STB 2) - STB 2 Action card 13:

- Situation: You arrived at the entrance.
- Action 1: Notify the operator that you arrived at the entrance.
- Action 2: Talk to the visitor, give a warning.
- Action 3: Notify the operator of the previous action and give a description of the visitor, using primary and secondary characteristics.

Central Operator - CO action card 14:

- Situation: Standby team 2 reports that they have arrived at the entrance.
- Answer: Ask for an update of the situation.

Stage left (SL) - SL action card 15:

- Situation: A mother comes to you very worried because her child is missing. She gives you a description of her child.
- Action: Notify the central operator of the situation and give the description.

Central Operator - CO action card 16:

- Situation: Stage left reports a mother with a missing child. Description matches the one of the child with the missing parent.
- Answer & action: Notify stage left that the child is at the first aid post and let them know that standby team 1 will go to stage left to escort the mother to the first aid station.
- Action 2: Send stand by team 2 to stage left to collect the mother and escort her to first aid station.
- Action 3: reply to all updates on this incident.



Standby team 2 (STB 2) - STB 2 Action card 17:

- Situation: A mother and child need to be reunited. You'll find the mother stage left and will escort her to the first aid station.
- Action: Go to stage left to collect the mother and escort her to first aid station.
- Action 2: Notify the central operator that you have found the mother and that you are presently on your way to the first aid station.
- Action 3: Notify the central operator that mother and child are reunited.

Stage right (SR) - SL action card 18:

- Situation: A visitor in front of the stage fainted.
- Action: Report this incident to the central operator and ask for a first aid team.

Central Operator - CO action card 19:

- Situation: A visitor in front of the stage fainted.
- Action: Send stand by team 2 and first aid to stage right to assist.

Stage right (SR) - SL action card 20:

- Situation: First aid arrived
- Action: Report to central operator that the first aid team has arrived and taken the visitor to their station.

Standby team 2 (STB 2) - STB 2 Action card 21:

- Situation: You are sent to stage right to assist because someone fainted.
- Action: Report to central operator when you arrive.
- Action 2: Reply affirmatively to a next assignment.
- Action 3: Report to central operator that the artist is at the stage and that the show starts as of now.

Central Operator - CO action card 22:

- Situation: Stand by team 2 reports arriving at stage right. The fainted visitor is taken to the first aid station. You might need this team again at this location in a short while. The artist needs an escort.
- Action: Ask the stand by team 2 to stay at stage right because they might be needed in a short while to escort the artist.



Standby team 1 (STB 1) - STB 1 Action card 23:

- Situation: The tow truck has arrived and is now taking the car away.
- Action: Notify the central operator.

Central Operator - CO action card 24:

- Situation: Several messages with updates will be given.
- Action: Thank them for the update.

Emergency exit 4 (EE4) - EE4 action card 25:

- Situation: A fight is going on in the middle of the room.
- Action: Notify the operator of the fight, its location and ask for a stand by team.

Central Operator - CO action card 26:

- Situation: A fight broke out in the middle of the room.
- Action: Send stand by team 1 to the location to assist.
- Action 2: Notify EE4 that a standby team 1 is on its way.

Standby team 1 (STB 1) - STB 1 Action card 27:

- Situation: You are directed to a fight in the middle of the room.
- Action: Inform the Central Operator that you arrived at the fight.
- Action 2 : Give the operator an update, 5 people are involved in this fight. You ask for the assistance of another stand by team.

Central Operator - CO action card 28:

- Situation: An update informs you that 5 people are involved in the fight and that an extra standby team is necessary.
- Action: Send stand by team 2 to the location to assist.
- Action 2: Notify EE4 that a standby team 1 is on its way.
- Action 3: React to further updates and ask if involvement of the police is necessary.

Standby team 2 (STB 2) - STB 2 Action card 29:

- Situation: You are send to the middle of the room to assist the other stand by team.
- Action: Report to central operator when you arrive.
- Action 2: Report to central operator that 3 people will be evicted.
- Action 3: If asked if police assistance is necessary, reply that it would be nice if there is support in de background on which you call if necessary.



Standby team 1 (STB 1) - STB 1 Action card 30:

- Situation: You are evicting 3 people, who were fighting.
- Action: Report to central operator when that they are evicted and give an description of their characteristics.

Emergency exit 3 (EE3) - EE3 action card 31:

- Situation: You are notified by a visitors that the nearest toilets are flooding.
- Action: Notify the operator of the flooded toilets.
- Action 2: Wait for the reply of the operator and confirm that you will do what is asked.
- Action 3: Let the operator know that production has arrived and that everything is under control and will be fixed.

Central Operator - CO action card 32:

- Situation: You are notified that the toilets are flooding.
- Action: Notify production and send a stand by team (team 2)
- Action 2: Notify EE3 that production is on its way and ask if they can fence off they area of the flooded toilets.

Standby team 1 (STB 1) - STB 1 Action card 33:

- Situation: You are send to the toilets near Emergency Exit 3 to fence of the flooded area.
- Action: Report to central operator when you've arrived and fenced of the area.

Entrance (ENT) - ENT Action card 34:

- Situation: A visitor is arrested and needs to be handed over to the police. On the visitor 20 XTC pills were found, which is the reason for the arrest.
- Action: Explain the situation to the central operator and ask for police assistance.

Central Operator - CO action card 35:

- Situation: You are notified that a person is arrested and that the police is requested.
- Action: Notify the police.

Stage left (SL) - SL action card 36:

- Situation: A man claims to be Orlando Bloom and says he wants to go backstage to Katy Perry. He claims to be her boyfriend. He isn't wearing any accreditation.
- Action: Notify the central operator of the situation and ask what you should do.



Central Operator - CO action card 37:

- Situation: A man claims to be Orlando Bloom and says he wants to go backstage to Katy Perry. He claims to be her boyfriend. He isn't wearing any accreditation. Stage left asks if he can go backstage.
- Answer: No, this man can't go backstage.

Stage right (SR) - SR Action card 38:

- Situation: The show has ended.
- Action: Report to central operator that the show has ended.

Central Operator - CO action card 39:

- Situation: The show has ended, all visitors are leaving the venue, it can become busy at the entrance (now exit).
- Action: Notify the entrance that the show has ended and that it can become busy.

Entrance (ENT) - ENT Action card 40:

- Situation: The show has ended and all visitors are leaving. You will be notified by the central operator.
- Action: Reply that you are ready for the egress.

Stage right (SL) - SL Action card 41:

- Situation: A woman has lost her car keys and wants to know someone found them.
- Action: Contact the central operator and ask about the keys.
- Action: Give the information about lost & found objects to the visitor.

Central Operator - CO action card 42:

- Situation: A woman has lost her car keys. Stage left asks if someone has found the keys.
- Action: Explain to stage left that everything that is found will be brought to reception at the main entrance. For more information about Lost & Found she should go to this desk.

Emergency exit 4 (EE4) - EE4 action card 43:

- Situation: In front of you lies an unconscious person on the ground.
- Action: Notify the central operator and ask for first aid.
- Action 2: When first aid arrives inform the CO about this.



Central Operator - CO action card 44:

- Situation: An unconscious person is lying on the ground near emergency exit 4.
- Action: Send first aid to this location and inform Emergency Exit 4 about this action.
- Action 2: If you receive the information about the arrival of first aid at emergency exit 4 reply correctly.

Entrance (ENT) - ENT Action card 45:

- Situation: All visitors have left the building. The doors will be closed.
- Action: Report to central operator that the venue is closed.

Central Operator - CO action card 46:

- Situation: All visitors have left the venue and the doors are locked.
- Action: Inform everyone that the venue is closed for public and that everyone can leave their position and return.

Evaluation of the assignment

After completing the assignment, everyone will be back at the assembly location. Evaluate with the class how it went.

- What went well.
- What went wrong.
- What was difficult.
- What they learned.





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