



Operational Programme Learner Workbook

Participant Name: _____

Date: _____



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Introduction

This document is the workbook that accompanies the training for event security officers. In this training course the basic knowledge required of an event security officer is covered in 5 modules. Each module consists of an introduction with e-learning and a classroom part with both theory and practical assignments. Finally, each module is concluded with a guided tour at an event location where one or more scenarios are practiced.

In addition to these 5 modules there are 10 separate practical assignments. These assignments can be found in this learner workbook. Five of the ten assignments cover working in a specific sector and four assignments test a specific skill. The last assignment covers the complete role of an event security officer, including all tasks, responsibilities and authorities.

Accreditation

The course was developed with the help of a grant from the Erasmus+ fund of the European Union. This grant was awarded to a number of partners who are part SAFE project and the education section comprised, iSSUE from Switzerland, Mind over Matter Consultancy from the UK and TSC from the Netherlands. Through the SAFE project the team developed both an education programme on an operational level and one on a strategic level. The facilitator of the programme has demonstrated the capability to provide the training in a competent manner and passed the stringent requirements to become an educator on the programme. All accredited providers can be found on the SAFE website.

Only accredited organisations and/or facilitators can teach the modules and assess the practical assignments. Any organisation posing as an accredited provider that is not authorised to deliver or certificate any programme should be reported to the education team on +44 7834 140598.

Assignments

The 10 practical assignments must all have been completed with a pass. The assignments are practical assignments, which means that they can only be carried out and assessed on the job whilst working a shift at an event. In order to give the event security officer the opportunity to gain various experiences and to broaden his/her knowledge and know how, only one assignment can be assessed per event. As a result, the event security officer would have worked at least ten different events after completing the training, including assignments, before receiving their certificate.



Certificate

The event security officer receives a certificate after the successful completion of the training. This means that the event security officer has gone through all five modules and has completed all 10 practical assignments with a pass. If both conditions are met, then the instructor can register the event security officer as successful and he/she will receive a certificate.

Events

This training course and the associated assignments have been developed for security officers working at events. All assignments can therefore only be carried out at an event. This also refers to the period in which the assembly and disassembly of an event takes place.

All sector assignments as well as the skill assignments are about working on or during a live event.



1. Working at the entrance

Skill objective

- The event security officer is able to carry out the tasks that are commonly required in the entrance area.



Background

Access control (receiving and controlling visitors) is an important task for the event security officer. They need to remain alert and take great care when carrying out these tasks.

Carrying out access control in a thorough manner requires skills that span both security and hospitality. The event security officer must know how to carry out the control. The event security officer must also know which objects are not permitted, where they are usually hidden and what to do when such an object is found. Finally, the event security officer can deny a visitor access. He must know on what grounds a visitor can be refused entry and how to carry out this refusal.

Name reviewer	Exam requirements	Grade
	Performs access control	
	Checks bags and cases and conducts a search	
Date	Is able to combine the service, monitoring and enforcement roles	
	Can apply various safety measures to a range of events	
Event	Carries out the clients wishes within the legal requirements	
	Is honest and respectful in interacting with visitors	
Grade	Responds appropriately to aggression and non-cooperative behaviour	
	Sets priorities	

Commentary Assessment



2. Working backstage

Skill objective

- The event security officer is able to carry out the tasks that are commonly required in the backstage area.



Background

Many things can happen behind the scenes backstage at an event. The tasks for the security officer can therefore be very diverse in this area. Backstage, you are often working closely together with the client and there may be interaction with the artists employees. Working backstage, the event security officer often has to deal with confidential information. It is also possible that the situation backstage becomes quite fluid, with a number of changes in quick succession taking place. The security officer must therefore be flexible and able to adapt to change.

Name reviewer	Exam requirements	Grade
	Handles confidential information correctly	
	Safeguards privacy	
Date	Is able to combine the service, monitoring and enforcement roles	
	Can apply various safety measures to a range of events	
Event	Carries out the clients wishes within the legal requirements	
	Is honest and respectful in interacting with visitors	
Grade	Responds appropriately to aggression and non-cooperative behaviour	
	Sets priorities	

Commentary Assessment



3. Working in the stage area

Skill objective

- The event security officer is able to carry out the tasks that are commonly required in the stage area.



Background

The area in front of the stage can be very crowded. The event security officer needs to both protect the artist as well as protect the audience. To protect the artist the focus is on preventing the audience from getting on or near the stage. Protecting the audience includes preventing a crowd crush/ surge and the general welfare of the visitors. Here too, flexibility is required in order to respond appropriately to changing circumstances.

Name reviewer	Exam requirements	Grade
	Is honest and respectful in interacting with visitors	
Date	Is able to combine the service, monitoring and enforcement roles	
	Can apply various safety measures to a range of events	
Event	Carries out the clients wishes within the legal requirements	
	Responds appropriately to aggression and non-cooperative behaviour	
Grade	Sets priorities	

Commentary Assessment



4. Work at an event before opening or after closing

Skill objective

- The event security officer is able to carry out the tasks that are commonly required during the construction and dismantling of an event.



Background

Before the public can enter an event, a number of jobs would have been completed to prepare the site. The location or terrain has been prepared, temporary structures have been erected and equipment has been connected. The majority of these activities must be completed before the public can be admitted. After an event, everything must be returned to its original state.

The phases prior to and after an event are called the construction and dismantling phases respectively. The presence of an event security officer during this phase contributes to the safety of those present.

The work can be very diverse. In addition, fewer event security officers are usually needed during these phases than during the opening hours of the event. A small team is therefore used. Because of the small team, working together effectively is particularly important. Flexibility is also called upon as the variety of tasks can be greater than during an event. Finally, some of the work carried out has a preventive purpose and the event security officer needs to be pro-active.

Name reviewer	Exam requirements	Grade
	Identifies situations and causes that can lead to an incident	
Date	Takes measures to prevent accidents	
	Carries out the clients wishes within the legal requirements	
Event	Is able to combine the service, monitoring and enforcement roles	
	Can apply various safety measures to a range of events	
Grade	Sets priorities	



Commentary Assessment



5. Work in the front of house area

Skill objective

- The event security officer is able to carry out the tasks that are commonly required in the front of house area.



Background

During an event, from the moment the doors open until the last visitor has left the venue, an event security officer is at work. Especially in the public area, an event security officer is a combination of a host and a security officer, and will perform tasks belonging to both functions.

Name reviewer	Exam requirements	Grade
	Monitors the visitors	
Date	Can work effectively amongst the public, and is familiar with the tasks to be carried out during an evacuation	
	Acts with authority in the event of incidents and disasters	
Event	Knows what to do in a first aid case	
	Informs and directs visitors	
	Carries out the clients wishes within the legal requirements	
Grade	Is able to combine the service, monitoring and enforcement roles	
	Can apply various safety measures to a range of events	
	Responds appropriately to aggression and non-cooperative behaviour	
	Sets priorities	

Commentary Assessment



6. Using the radio

Skill objective

- The event security officer is able to handle the radio properly and can use it in accordance with instructions.



Background

Working with a radio (walkie-talkie) is very important because it is often the preferred means of communication at events.

Name reviewer	Exam requirements	Grade
	Can operate the radio	
	Communicates in compliance with expected behaviours and protocols	
Date		
Event		
Grade		

Commentary Assessment



7. Performs a body search

Skill objective

- The event security officer is able to perform a body search in accordance with instructions.



Background

Access control (receiving and controlling visitors) is an important task for the event security officer. They need to remain alert and take great care when carrying out these tasks.

Carrying out access control in a thorough manner requires skills that span both security and hospitality. The event security officer must know how to carry out a body search. The event security officer must also know which objects are not permitted, where they are usually hidden and what to do when such an object is found. Finally, the event security officer can deny a visitor access. The event security officer must know on what grounds a visitor can be refused entry and how to carry out this refusal.

Name reviewer	Exam requirements	Grade
	Performs a body search during an event	
Date		
Event		
Grade		

Commentary Assessment



8. Checks bags and cases

Skill objective

- The event security officer is able to check bags and cases.



Background

Access control (receiving and controlling visitors) is an important task for the event security officer. They need to remain alert and take great care when carrying out these tasks.

Carrying out access control in a thorough manner requires skills that span both security and hospitality. The event security officer must know how to carry out a bag and case check. The event security officer must also know which objects are not permitted, where they are usually hidden and what to do when such an object is found. Finally, the event security officer can deny a visitor access. The event security officer must know on what grounds a visitor can be refused entry and how to carry out this refusal.

Name reviewer	Exam requirements	Grade
	Performs a body search during an event	
Date		
Event		
Grade		

Commentary Assessment



9. Write a report

Skill objective

- The event security officer is able to write a good report following a disaster or incident.



Background

Following a disaster or incident, a report will be required. Professionalism is important, especially when it comes to written reports. It may be necessary to send a copy to the client or an emergency service.

Name reviewer	Exam requirements	Grade
	Write a report about an incident or a shift	
	Reports verbally or in writing	
Date	Uses correct language in communication	
Event		
Grade		

Commentary Assessment



10. General aspects that are required of the event security officer

Skill objective

- The event security officer fulfils all requirements and competencies for the role that make him/ her an effective event security officer.



Background

In the previous assignments, we have looked at specific aspects that are expected of an effective event security officer. However, this assignment is about what is expected from the total role, including the skills and attitude as well as the tasks, responsibilities and authority.

Name reviewer	Exam requirements	Grade
	Communicates correctly	
Date	Responds calmly and decisively to threats and emergencies	
	Works well together with colleagues	
	Is able to work within a hierarchy	
Event	Can collaborate with internal and external stakeholders	
	Coaches colleagues	
Grade	Can work in a variety of situations and contributes to a positive atmosphere	
	Has a positive attitude, can listen and take on board with feedback	

Commentary Assessment





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