TSC
Crowd Management
www.tsc.nl

Operational Programme - Module 2

Event Crowd Management

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The SAFE Project has been developed in partnership between:

Mind Over Matter
Consultancy Ltd
www.momconsultancy.com

iSSUE

Institut Suisse de Sécurité
Urbaine et Événementielle
www.issue.ch

Erasmus+

Module Outline

During this module various topics pertinent to event crowd management will be introduced. These will include crowd management, crowd control, the event phases, crowd behaviour and a range of appropriate security measures. This module will cover the activities carried out by an event security officer, which may range from access control and searching to supervising the crowd and catching crowd surfers or in some cases guiding visitors.

Another important aspect of crowd management is assisting visitors. For each event a visitor profile can be created that enables those who are working to have an understanding of what to expect.

Crowd behaviour at events depends on the type of event and artist performing. Idiosyncratic crowd behaviour including mosh pits and the wall of death will be studied in detail. Some crowd practices are harmless whilst others are dangerous, and this will be researched in this module.

The key principle of this module is how to keep people safe. Crowd management measures will be applied. What these measures are and how they can be utilised in an event is a key element of this module. The module will also cover security awareness and identify what behaviour is normal and what is not.

Learning Outcomes

Knowledge and Understanding

On completion of this module the learner will have an understanding of:

- The differences between crowd management and crowd control
- The basic principles of crowd behaviour including density, cultural differences and crowd movement
- The different types of crowd behaviour and the associated risks
- The various event phases and their associated characteristics
- The specific terminologies used in the field of event security
- Normal and uncharacteristic behaviour in relation to security awareness
- The wellbeing of visitors

Skills

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

- Recognise different types of crowd behaviour
- Identify the risks in relation to visitor behaviour
- Perform crowd management tasks appropriate to differing security roles
- Recognise and react to uncharacteristic behaviours
- Preserve the wellbeing of visitors

Concepts

Crowd Management; Crowd Control; Event phase; Event Area; Tourniquet; Artist profile; Crowd; Visitors profile; Visitors behaviour; Flow/ migration; crowd density; Overcrowding; Barrier constructions; Compartmentalization; Panic; GRID-map; House rules; Prohibited items, density; cultural differences, risky behaviour;

Level of study

The operational modules are comparable to courses at basic vocational training.

Assessment

In addition to these 5 modules there are 10 separate practical assignments. 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. 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.

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.