



Australian Government

SITXEVT606 Develop crowd management plans

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXEVT011A Develop crowd control plans and procedures. Simplified title. Re-worked Elements, Performance Criteria, Required skills and Required knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop plans and procedures for the admittance, seating and dispersal of crowds to ensure the safety, security and well-being of personnel and participants. It requires the ability to use critical thinking, planning and organisational skills, combined with a detailed knowledge of risk management issues, crowd control techniques and relevant emergency procedures.

Application of the Unit

This unit applies to individuals responsible for the development of plans and procedures for the management of large crowds in any industry or community context, including events. This unit applies to managers who operate with significant autonomy and who are responsible for making a range of strategic management decisions. The unit does not cover the specialised operational crowd management skills required by police or other security experts.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--|---|
| 1. Analyse risks associated with large crowds. | <ul style="list-style-type: none"> 1.1 Identify and evaluate <i>crowd management</i> regulatory constraints and requirements. 1.2 Identify and analyse <i>general risks</i> associated with gathering of large crowds. 1.3 Identify and analyse current and emerging <i>situation-specific risks</i> and assess for their impact on planning. 1.4 Inspect, or organise inspection of, <i>venue</i> and facilities to ensure regulatory compliance and facilitate risk assessment. 1.5 Assess need for specialised security assistance or involvement of <i>authorities</i> in crowd management. |
| 2. Develop crowd management strategies. | <ul style="list-style-type: none"> 2.1 Establish maximum limits for admission based on analysis of risks and venue. 2.2 Estimate expected crowd numbers based on historical data and current trends or attendance information. 2.3 Consult with relevant stakeholders on crowd management approaches. 2.4 Develop approaches that minimise identified risks. 2.5 Evaluate and respond to <i>broader management constraints and issues</i>. 2.6 Develop <i>evaluation criteria</i> for crowd management strategies in consultation with stakeholders. |
| 3. Develop crowd management operational plan. | <ul style="list-style-type: none"> 3.1 Develop and document <i>crowd management procedures</i>, including <i>contingency procedures</i>. 3.2 Determine and document resource requirements for crowd management. 3.3 Identify critical tasks and allocate responsibilities and timelines. 3.4 Develop contractor specifications as required. 3.5 Obtain approval for plan from relevant stakeholders. 3.6 Provide <i>operational information</i> to staff and other stakeholders. |
| 4. Develop emergency crowd management | <ul style="list-style-type: none"> 4.1 Develop and document procedures for managing crowds in <i>emergency situations</i> in consultation with relevant |

- procedures.
- stakeholders.
- 4.2 Identify and document safety needs of special populations in emergency situations.
- 4.3 Implement and accurately document required practice drills.
- 5. Evaluate crowd management plans and procedures.
 - 5.1 Evaluate effectiveness of crowd management, based on agreed evaluation criteria.
 - 5.2 Incorporate outcomes of evaluation into future planning.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to consult with diverse stakeholders on management and operational issues
- critical thinking skills to:
 - analyse risks associated with large crowds
 - develop appropriate crowd management strategies and procedures
- literacy skills to:
 - interpret complex information from diverse sources
 - develop plans and operational documents explaining crowd control strategies and procedures
- numeracy skills to work with concepts around capacity
- planning and organisational skills to develop cohesive operational plans and procedures
- problem-solving skills to anticipate and respond to potential crowd control risks and problems with effective strategies and procedures.

Required knowledge

- types of situations that require specific crowd control planning
- sources of specialist assistance in relation to crowd management and the role and scope of security services
- legislation, regulation and industry codes that affect crowd management:
 - duty of care
 - emergency procedures
 - first aid
 - professional indemnity
 - public liability
 - work health and safety
- risk management issues associated with gathering of large crowds and ways to manage these:
 - access
 - accident
 - congestion and overcrowding
 - crowd stress
 - fire
- resource requirements for crowd management:
 - financial
 - human
 - physical:
 - equipment for controlling access

- security technologies.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- analyse crowd risks and develop plans and procedures for crowd management in multiple and diverse contexts
- determine and organise appropriate resources to address emergency situations
- integrate knowledge of:
 - legislation, regulations and industry codes that affect crowd management
 - risk management issues associated with gathering of large crowds
 - resource requirements for crowd management.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated event or workplace operation for which crowd management plans can be developed
- venues and sites at which crowd management would be required; these can be:
 - industry venues and sites
 - venues and sites within a training organisation
- current legal and other operational information on which to base crowd management planning
- stakeholders with whom the individual can interact as part of the planning process.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of crowd management plans and procedures developed by the individual
- use of case studies to assess individual's ability to develop crowd management approaches for a range of different events or workplace situations
- written or oral questioning to assess detailed knowledge of risks and factors influencing crowd management planning
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the

individual.

**Guidance information for
assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, organisation and job role.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Crowd management may be required for:

- events, including:
 - business and corporate
 - entertainment and leisure
 - exhibitions, expositions and fairs
 - festivals
 - fundraising
 - government and civic
 - marketing
 - meetings and conventions
 - social
 - sports
- ongoing business operations:
 - attractions
 - performance venues.

General risks may relate to:

- access
- accident
- congestion:
 - people
 - traffic
- crowd stress:
 - anxiety
 - asthma
 - fainting
 - mob behaviour
 - panic attacks
- fire
- overcrowding.

Situation-specific risks may relate to:

- event duration and its impact on crowd behaviour
- nature of audience, e.g. youth or elderly people
- nature of event, e.g. intensity and impact on crowd
- special needs of audience, attendees and

Venue may be indoor or outdoor and may include:

- participants
- timing, in regard to factors such as weather considerations
- venue constraints and capacity.
- aquatic environments
- arenas
- attractions and theme parks
- gymnasiums
- hotels
- open spaces
- restaurants
- sports grounds
- stadia
- streets
- theatres.

Authorities may include:

- emergency services
- local government
- other industry bodies, including certifying bodies
- state government.

Broader management constraints and issues may include:

- budget
- factors external to the event
- human resources
- other staging requirements
- overall event management structures
- specific event objectives.
- absence of crowd incidents
- speed and efficiency of crowd movements.

Evaluation criteria may relate to:

Crowd management procedures may relate to:

- access:
 - aisles
 - barrier control
 - exits
 - restricted areas
 - special population needs
- communication methods and protocols
- emergency procedures:
 - first aid stations
 - evacuation
- human resources:
 - location
 - numbers

Contingency procedures may relate to:

- rostering
- staging set up.
- adverse weather
- drug or alcohol-affected clients
- equipment breakdown
- event staff sickness
- potential changes in crowd behaviour.

Operational information may include:

- contingency procedures
- emergency information:
 - evacuation procedures
 - emergency contacts
- event or program information:
 - rosters
 - running sheets
 - schedules
- venue or site information:
 - maps
 - traffic routes.

Emergency situations may include situations related to:

- alcohol
- terrorist or other threats
- chemical leak or spill
- drugs
- natural events
- equipment failure
- fire
- illegal entry
- medical emergency
- riot
- stage failure.

Unit Sector(s)

Cross-Sector

Competency Field

Events