



**Australian Government**

# **SITEEVT016 Develop crowd management plans**

**Release: 1**

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## Modification History

Not applicable.

## Application

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

It applies to individuals responsible for developing plans and procedures for managing large crowds in any industry or community context, including events.

The unit applies to managers who operate with significant autonomy and who are responsible for making strategic management decisions.

The unit does not cover the specialised operational crowd management skills required by police or other security experts.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Events

## Unit Sector

Events

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Analyse risks associated with large crowds.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and evaluate crowd management regulatory constraints and requirements.
- 1.2. Identify and analyse general risks associated with the gathering of large crowds.

- 1.3. Identify and analyse current and emerging situation-specific risks and assess their impact when planning.
  - 1.4. Inspect, or organise inspection of, venue and facilities to ensure regulatory compliance and facilitate risk assessment.
  - 1.5. Assess need for specialised security assistance or involvement of authorities in crowd management.
2. Develop crowd management strategies.
  - 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 broader management constraints and issues.
  - 2.6. Develop evaluation criteria for crowd management strategies in consultation with stakeholders.
3. Develop crowd management operational plan.
  - 3.1. Develop and document crowd management procedures, including contingency procedures.
  - 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 operational information to staff and other stakeholders.
4. Develop emergency crowd management procedures.
  - 4.1. Develop and document procedures for managing crowds in emergency situations in consultation with relevant 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 plan and procedures.
  - 5.1. Evaluate effectiveness of crowd management, based on agreed evaluation criteria.
  - 5.2. Incorporate outcomes of evaluation into future planning.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Numeracy skills to:	<ul style="list-style-type: none"><li>• calculate venue or site capacity.</li></ul>
Problem-solving skills to:	<ul style="list-style-type: none"><li>• anticipate and respond to potential crowd control risks and problems with effective strategies and procedures.</li></ul>

## Unit Mapping Information

SITXEVT606 Develop crowd management plans

## Links

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>