



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:	• calculate venue or site capacity.
Problem-solving skills to:	• anticipate and respond to potential crowd control risks and problems with effective strategies and procedures.

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>

Assessment Requirements for SITEEVT016 Develop crowd management plans

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- analyse the crowd management risks and requirements for at least two different types of events from those listed in the knowledge evidence
- determine venue or site capacity and anticipated numbers for one of the above events
- develop a crowd management strategy for one of the above events, demonstrating analysis of:
 - different approaches and strategies for effective crowd management and risk minimisation
 - criteria to measure the effectiveness of crowd management strategies
- develop a crowd management plan for one of the above events which documents specific details for:
 - emergency situations:
 - drug or alcohol effected attendees
 - medical emergency
 - riot
 - terrorist or other threats
 - natural disaster
 - fire
 - equipment failure
 - stage failure
 - illegal entry
 - adverse weather
 - changes in crowd behaviour
 - procedures appropriate to the event for:
 - venue or site access
 - communication methods and protocols
 - first aid
 - human resources
 - physical resources
 - staging set-up

- evaluate the above crowd management strategy and plan against the following evaluation criteria:
 - attendance targets
 - environmental targets
 - financial targets
 - service targets.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key requirements of emergency management strategies
- types of situations that require specific crowd control planning
- types of events for which crowd management plans are required:
 - entertainment and leisure
 - exhibitions, expositions and fairs
 - festivals
 - fundraising
 - sports
 - attractions
 - performance venues
- 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
- procedures for managing crowds and the associated resource requirements
- risk management issues associated with the gathering of large crowds and ways to manage them:
 - access
 - accident
 - adverse weather
 - congestion and overcrowding
 - crowd stress
 - fire
- situation-specific risks relating to:
 - event duration and its impact on crowd behaviour

- nature of audience:
 - youth
 - elderly people
- nature of event, intensity and impact on crowd
- special needs of audience, attendees and participants
- timing in regard to external factors
- venue constraints and capacity.

Assessment Conditions

Skills must be demonstrated in an operational events context where the development of crowd management plans is required. This can be:

- a live event
- a simulated industry event set up for the purpose of skills assessment.

Assessment must ensure access to:

- venues and sites at which crowd management is required
- current legal and other regulatory information on which to base crowd management planning
- operational event information:
 - contingency procedures
 - evacuation procedures
 - emergency contacts
 - event or program information; rosters, event running sheets and schedules
 - venue or site maps and traffic routes
- stakeholders with whom the individual can interact as part of the planning process; these can be:
 - those in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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