| Unit Title: | Know How To Assist With The Movement Of Spectators And Deal With Crowd Issues At Events |
| --- | --- |
| Unit Level: | Level 2 |
| Unit Credit Value: | 5 |
| GLH: | 7 |
| LASER Unit Code: | WJG933 |
| Ofqual Unit Code: | H/618/5740 |

This unit has 2 learning outcomes.

| Learning Outcome (The Learner will): | | Assessment Criteria (The Learner can): | |
| --- | --- | --- | --- |
| 1. | Understand how to control the entry, exit and movement of people at events. | 1.1 | Describe the tools and techniques available to help monitor crowd conditions. |
| | | 1.2 | Describe methods of safely controlling queues. |
| | | 1.3 | Explain their organisation's procedures to carry out the search. |
| | | 1.4 | Explain the reasons for carrying out the search. |
| | | 1.5 | Explain the importance of explaining to **client groups** the reasons for carrying out the search. |
| | | 1.6 | Explain the procedures to follow if **client groups** refuse permission to search. |
| | | 1.7 | Identify unauthorised and prohibited items. |
| | | 1.8 | Identify potential places for concealing these. |
| | | 1.9 | Explain how to respond to any occurrence in accordance with legal and organisational procedures. |
| | | 1.10 | Explain when to report and/or pass on issues relating to unauthorised and prohibited items. |
| | | 1.11 | Describe the venue and legislative requirements for greeting and admitting **client groups.** |
| | | 1.12 | Describe the venue and legislative requirements for refusing entry and trespass refusing entry and trespass. |
| | | 1.13 | Describe the venue and legislative requirements for supervising the safe exit of client groups. |
| | | 1.14 | Describe the type of information **client groups** may need to know when being admitted and / or refused entry. |
| | | 1.15 | State when to refer **client groups** to another source of information. |
| 2. | Understand how to deal with crowd issues. | 2.1 | State potential **crowd issues** that may occur in your designated area. |
| | | 2.2 | Identify methods of assessing and reporting **crowd issues**:<br>a) crowd movements and crowd dynamics<br>b) local crowd density<br>c) over-capacity<br>d) crowd distress<br>e) separation of individuals and groups<br>f) antisocial behaviour |

|  |  |  | g) unlawful behaviour |
|  |  |  | h) entry into restricted areas |
|  |  |  | i) vehicle movement (for certain designated areas only) |
|  |  |  | j) venue regulations |
|  |  | 2.3 | Describe basic conflict management techniques and defensive tactics. |
|  |  | 2.4 | Explain why it is necessary to follow instructions given by their control room or supervisor. |
|  |  | 2.5 | Describe the type of action which might endanger themselves or other client groups. |
|  |  | 2.6 | Explain the importance of **communicating** clearly and calmly with client groups and colleagues. |
|  |  | 2.7 | Explain how to **communicate** clearly and calmly with client groups and colleagues. |
|  |  | 2.8 | Explain the importance of equality and diversity in your role. |
|  |  | 2.9 | Describe the importance of **crowd management skills.** |
|  |  | 2.10 | Describe how to use **crowd management skills** included within their organisational procedures: <br> a) being alert to factors that may change crowd behaviour or densities <br> b) providing reassurance <br> c) encouraging calmness <br> d) asserting desired level of authority <br> e) being visible to the crowd <br> f) remaining vigilant <br> g) defusing situations |
|  |  | 2.11 | Describe the correct procedures for updating the control room and/or supervisor. |

| Assessment Guidance: |
| --- |
| This unit is about monitoring spectators including their entry to and exit from the venue, including safe searching on entry. It also covers dealing with crowd issues such as unexpected movements, local overcrowding, overcapacity, lost property, missing people and antisocial or unlawful behaviour. <br><br> **Assessment guidance notes to specific criteria within learning outcomes** <br><br> **Client groups** <br> All to be covered when assessing knowledge: <br> 1. spectators <br> 2. workforce / volunteers <br> 3. contractors <br> 4. regulatory organisations <br> 5. media <br> 6. emergency services <br> 7. athletes <br> 8. artists <br> 9. event officials |

**Crowd issues**

All to be covered when assessing knowledge:
1. crowd movements and crowd dynamics
2. local crowd density
3. over-capacity
4. crowd distress
5. separation of individuals and groups
6. antisocial behaviour
7. unlawful behaviour
8. entry into restricted areas
9. vehicle movement

**Communication methods**

All must be covered when assessing for knowledge:
1. verbal communication
2. non-verbal communication
3. radio communication
4. written communication
5. signage

**Crowd management skills**

All must be covered when assessing for knowledge:
1. being alert to factors that may change crowd behaviour or densities
2. providing reassurance
3. encouraging calmness
4. asserting desired level of authority
5. being visible to the crowd
6. remaining vigilant
7. defusing situations

Additional Information:

During delivery and assessment of this unit, it is expected that the following criteria are considered where possible.

Equality, diversity and inclusion (Equality Act 2010)
It is anticipated that organisations will have procedures and guidelines for their staff to follow that will satisfy the following requirements as a minimum:
• different physical needs
• different cultural needs
• language needs
• beliefs

Safeguarding
Current relevant legislation and guidance (to be maintained and updated as necessary) regarding the safeguarding of children and vulnerable adults is as follows:
• The Children Act 1989 (as amended).
• The Children and Social Work Act 2017.
• The Safeguarding Vulnerable Groups Act 2006.
• Working Together to Safeguard Children 2018.

A 'child' is defined as anyone under the age of 18. An 'adult at risk' is defined as someone over the age of 18 who is in receipt or need of community care service. In a sporting venue a significant proportion of the crowd will be made up of a combination of both groups. However, you should be aware that there may well be children or adults at risk involved in a matchday capacity themselves, such as catering and hospitality staff, mascots, ball girls and boys, flag bearers, and even players. Safety staff should be able to identify individuals who do, or appear to, fit into these categories and recognise they may require additional assistance and/or protection.

Safety, security and service
It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events
- Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events
- Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events