

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Stakeholder and Customer Management					
TSC	Crowd Management					
TSC Description	Manage and control commuter traffic in public transport premises through crowd management and control techniques to facilitate service continuity and reliability					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		PTP-CFC-2020-1.1	PTP-CFC-3020-1.1	PTP-CFC-4020-1.1	PTP-CFC-5020-1.1	
		Perform crowd control using crowd control techniques and apply crowd management measures	Implement crowd management plans and deploy staff to support and/or intervene crowd control management	Develop crowd management plans and staff capabilities to support the implementation of crowd management	Align crowd management plans to organisational operational and service excellence framework	
Knowledge		<ul style="list-style-type: none"> • Crowd control techniques • Tools and equipment for crowd control management • Types of crowd management measures • Public access areas, commuter passage ways and emergency exit locations within public transport premises • Communication systems and equipment • Communication procedures • Techniques to handle the needs of the elderly and disabled persons, and the use of mobility devices 	<ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) for crowd management • Communication procedures to deploy personnel in the implementation of crowd management plans • Methods to access crowding build-up scenario • Layout of public transport premises • Types of communication systems and equipment • Techniques to handle the needs of the elderly and disabled persons, and the use of mobility devices 	<ul style="list-style-type: none"> • Methods to develop crowd management plans and procedures • Standard Operating Procedures (SOPs) for crowd management exercises • Methods to assess staff competency levels on crowd management • Methods of staff training • Regulatory, safety and organisational requirements in developing crowd management plans 	<ul style="list-style-type: none"> • Organisational Standard Operating Procedures (SOPs) on service and operational requirements • Organisational service excellence framework • Organisational safety and risk management framework • Roles and responsibilities of internal and/or external stakeholders • Methods to evaluate and assess organisational SOPs and operational and service frameworks • Methods of staff training • Methods of assessing staff readiness in crowd management • Legal and organisational requirements in developing crowd management plans 	
Abilities		<ul style="list-style-type: none"> • Apply knowledge of crowd control and techniques and crowd management measures in managing crowd • Undertake precautionary measures to avert 	<ul style="list-style-type: none"> • Assess potential scenarios for congestion in public transport premises • Implement crowd control measures in accordance 	<ul style="list-style-type: none"> • Develop crowd management plans and procedures for different rail operational scenarios and regulatory requirements 	<ul style="list-style-type: none"> • Evaluate organisational crowd management plans and procedures to assess alignment with operational and service requirements 	

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		<p>potential crowd management problems</p> <ul style="list-style-type: none"> • Apply the use of communication systems and equipment to make announcements and relay information to commuters • Usher crowd to public access areas, commuter passage ways and emergency exit locations • Utilise tools and equipment and techniques in handling elderly and disabled persons when managing crowd 	<p>to operation and service requirement</p> <ul style="list-style-type: none"> • Deploy personnel to adequately support crowd control management • Implement checks to ensure crowd management systems and equipment are deployed in accordance with organisational crowd management SOPs • Establish communication channels between staff and control points in the implementation of crowd management plans 	<ul style="list-style-type: none"> • Assess staff operational performance and competencies through real-time crowd management implementation • Develop crowd management training plans and exercises 	<ul style="list-style-type: none"> • Evaluate adequacy of crowd management plans in view of safety and risk management and in accordance with service and regulatory requirements • Guide the development of crowd management plans and procedures • Review staff capabilities to establish training and exercise requirements to support the implementation of crowd management plans • Review the involvement of internal and/or external stakeholders in developing crowd management plans 	
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