

**SKILLS FRAMEWORK FOR SECURITY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Security Operations					
TSC	Crowd and Traffic Control Management					
TSC Description	Manage crowd and traffic flow					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SEC-SOP-1004-1.1	SEC-SOP-2004-1.1	SEC-SOP-3004-1.1			
	Perform crowd and traffic control operations	Handle crowd and traffic control operational issues	Supervise crowd and traffic control operational issues			
Knowledge	<ul style="list-style-type: none"> Organisational procedures for crowd and traffic control Types of equipment used for crowd and traffic control Organisational procedures for setting up and dealing with enforcing lines of demarcation and signage Techniques for monitoring of crowd behaviour and handling difficult crowds Safety procedures when managing crowds Organisational procedures in dealing with monitoring of vehicles Relevant regulatory road traffic rules and signals as stated in the Highway Code, such as parking offences Organisational procedures in dealing with vehicle incidents and accidents 	<ul style="list-style-type: none"> Organisational procedures for crowd and traffic control Safety procedures when managing crowds Organisational procedures in dealing with monitoring of vehicles Relevant regulatory road traffic rules and signals as stated in the Highway Code, such as parking offences Organisational procedures in dealing with vehicle incidents and accidents Techniques of managing difficult crowds 	<ul style="list-style-type: none"> Organisational procedures for crowd and traffic control Event schedule and requirements Hosting of pre-event meetings for pro-active coordination Development of comprehensive map of planning and control Assessment of manpower and logistics resources available Establishment of and addressing overcrowding issues Emergency evacuation procedures Chain of command and reporting Standard format for briefing, situation reporting, incident reporting to operations rooms Interfacing with regulatory authorities 			
Abilities	<ul style="list-style-type: none"> Check and ensure that equipment for crowd and traffic control is signed out and in good working condition 	<ul style="list-style-type: none"> Provide advice on the use of appropriate actions to manage difficult crowd 	<ul style="list-style-type: none"> Plan needs requirements that includes obtaining information, collecting data 			

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	<ul style="list-style-type: none"> • Ensure that clear lines of demarcation and signage for crowd and traffic control areas are set up • Monitor crowd behaviour and maintain order throughout the assigned events • Use appropriate actions to handle difficult crowd during situations • Use appropriate hand signals to control vehicle entry and exit at correct positions of road junctions • Manage vehicle accidents and incidents through prescribed procedures • Handle problems in a professional and confident manner using effective communication skills and traffic rules and signals guidelines • Facilitate smooth traffic flow and take actions against errant drivers or other parking offences • Seek assistance from supervisors or appropriate authorities when encountering problems during crowd and traffic control • Disperse crowd and traffic in an orderly manner at the end of assigned events 	<ul style="list-style-type: none"> • Supervise handling of vehicle accidents and incidents through prescribed procedures • Handle escalated problems in a professional and confident manner using effective communication skills and traffic rules and signals guidelines • Ensure smooth traffic flow and take actions against errant drivers or other parking offences • Supervise the dispersing of crowd and traffic in an orderly manner at the end of assigned events 	<ul style="list-style-type: none"> • Plan manpower resources and chain of command • Set up a comprehensive chain of command to ensure that staff follow the reporting procedures • Establish a standard format for security staff personnel to document and report any incidents • Establish rapport with event officials involved in the event • Observe legal and fire safety requirements • Identify the layout of the event • Design and develop a comprehensive system for onsite and offsite deployment • Ensure availability of sufficient manpower onsite and offsite • Manage and review incidents 			
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