

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Enterprise Risk Management					
TSC	Crowd Control and Planning					
TSC Description	Manage crowd control within defined boundaries including crowd control planning and risk mitigation strategies					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-RIM-2019-1.1	TOU-RIM-3019-1.1	TOU-RIM-4019-1.1	TOU-RIM-5019-1.1	
		Support the execution of crowd control plans and procedures	Execute plans and procedures to manage crowds safely and effectively	Develop plans and procedures for effective crowd control	Formulate strategies and evaluate plans and procedures relating to the management of crowds within defined boundaries	
Knowledge		<ul style="list-style-type: none"> Procedures for crowd and traffic control Procedures for resolving accidents and incidents Procedures for handling people in distress Procedures for space management Procedures for crowd management safety 	<ul style="list-style-type: none"> Techniques of space and floor plans management Procedures for crowd control Procedures for emergency crowd control Technical operating knowledge of communication systems and equipment Principles of communication methods and protocols Dangerous Fireworks Act Electricity Act Environmental Public Health Act Fire Safety Act Public Entertainments and Meetings Act Work Injury Compensation Act Workplace Safety and Health Act 	<ul style="list-style-type: none"> Principles of space and floor plans management Legal requirements relating to crowd management Planning considerations for crowd control management Considerations for emergency crowd control execution Crisis management plans 	<ul style="list-style-type: none"> Procedures for crowd management risk assessment Components of strategy formulation Indicators of crowd control efficiency and effectiveness Crisis management principles, procedures and strategies 	
Abilities		<ul style="list-style-type: none"> Monitor crowd behaviour Provide assistance to people in distress 	<ul style="list-style-type: none"> Deploy safety and security measures Organise set-up of demarcation of lines and signage 	<ul style="list-style-type: none"> Develop estimates for expected crowd turnout for events 	<ul style="list-style-type: none"> Formulate strategies to address shortfalls of crowd control plans Lead development of crowd control procedures 	

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		<ul style="list-style-type: none"> • Enforce space demarcation and signage placement • Monitor vehicle traffic and placement • Enhance traffic control • Support handling of vehicle incidents and accidents 	<ul style="list-style-type: none"> • Implement crowd control plans and procedures • Implement procedures to manage traffic control • Implement procedures to handle vehicle incidents and accidents • Support conduct of emergency drills 	<ul style="list-style-type: none"> • Review safety and security requirements for events and venues • Develop crowd control plans and procedures • Develop traffic control plans and procedures • Develop vehicle incidents and accidents response plans and procedures • Develop emergency crowd control plans and procedures • Facilitate conduct of emergency drills • Execute crisis management plans 	<ul style="list-style-type: none"> • Lead risk assessment of events and venues • Devise space utilisation strategies and plans • Review effectiveness of crowd control plans and procedures • Review effectiveness of emergency crowd control plans and procedures • Endorse feasibility of control plans 	
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