
Overview

This standard is about keeping a careful watch over 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.

The main outcomes of this standard are:

1. Control the entry, exit and movement of people at spectator events
2. Identify and deal with crowd issues

This standard is for stewards and other similar staff working directly with spectators to ensure their safety, security and welfare at events and in crowded places.

Performance criteria

You must be able to: **Control the entry, exit and movement of people at spectator events**

1. observe and monitor the **client groups** and the conditions in your designated area throughout your period of duty
2. control queues according to venue and legislative requirements
3. follow your organisation's procedures for carrying out searching
4. greet and admit **client groups** according to venue and legislative requirements
5. respond to queries from **client groups** or refer to another source of help if necessary
6. supervise the safe exit of **client groups** according to venue procedures

Identify and deal with crowd issues

7. assess and report potential or actual **crowd issues** to your control room or supervisor
8. take action in accordance with agreed procedures
9. make sure that any action is not dangerous to yourself and the **client groups** involved
10. reassure the people involved and ask them to follow instructions
11. update your control room or supervisor with the situation

Knowledge and understanding

You need to know and understand: **Control the entry, exit and movement of people at spectator events**

1. agreed tools and techniques to monitor crowd conditions in your designated area
2. methods of safely controlling queues
3. your organisation's procedures to carry out the search
4. the reasons for carrying out the search
5. the importance of explaining to **client groups** the reasons for carrying out the search
6. effective communication methods
7. unauthorised and prohibited items and potential places for concealing these
8. how to respond to any occurrence in accordance with legal and organisational procedures
9. when to make a decision to pass on and report any occurrence you deal with including unauthorised and prohibited items
10. the venue and legislative requirements for:
 1. greeting and admitting **client groups**
 2. supervising the safe exit of **client groups**
11. the type of **information client groups** may need to know
12. when to refer **client groups** to another source of **information**

Identify and deal with crowd issues

13. potential **crowd issues** that may occur in your designated area
14. methods of assessing and reporting **crowd issues**
15. why it is necessary to follow instructions given by your control room or supervisor
16. the type of action which might endanger yourself or other **client groups**
17. **communication methods**
18. **crowd management skills** that are included within organisational procedures

19. your organisation's procedures for updating your control room or supervisor

Scope/range**ADDITIONAL INFORMATION****Equality and Diversity**

It is anticipated that organisations will have procedures and guidelines for staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

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

**Scope/range related
to performance
criteria**

Client groups (cover a minimum of 4)

1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. emergency services
7. athletes
8. artists
9. event officials

Crowd issues (1, 2, 3 and 4 must be covered as a minimum)

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

Scope/range related to knowledge and understanding

Client groups

1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. emergency services
7. athletes
8. artists
9. event officials

Crowd issues

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

1. verbal communication
2. non-verbal communication
3. radio communication
4. written communication
5. signage

Crowd management skills

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

SKASS2

Control the movement of spectators and deal with crowd issues at events



-
6. remaining vigilant
 7. defusing situations

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Taking personal responsibility for making things happen
3. Showing integrity, fairness and consistency in decision-making
4. Clearly agreeing what is expected of others and holding them to account such as challenging anti-social behaviour
5. Seeking to understand people's expectations and any additional needs and be able to cater for these
6. Taking responsibility for personal safety
7. Taking pride in delivering high quality work
8. Striving to be vigilant for possible threats and hazards
9. Encouraging and supporting others to make the best use of their abilities
10. Advocating safety and welfare as a priority
11. Taking pride in your appearance and adhering to any organisation or venue dress codes
12. Complying with venues' code of conduct
13. Demonstrating your ability to maintain confidentiality
14. Showing an awareness of safeguarding issues
15. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Diplomacy
5. Empathy
6. Ability to follow instructions
7. Leading by example
8. Resilience
9. Managing challenging behaviour
10. Mentoring colleagues
11. Motivating others

12. Negotiating and compromising
13. Obtaining and providing feedback
14. Valuing and supporting others

Glossary

Crowd density

The number of spectators in a given space, usually measured as the number of persons per square metre.

Crowd distress

The effect of an increase in crowd density. Persons within the crowd begin to express discomfort and apprehension for their personal safety and safety of others.

Crowd dynamics

The movement of people around or within the venue. This may be planned or as a result of changing circumstances.

Dangerous crowd incidents

Actions or incidents that may cause injury or harm to spectators. Examples may include crowd surges, crushing, and pyrotechnics in a crowd.

Unauthorised and prohibited items

Items that may be restricted as determined by the event or venue management to include the importation of alcohol, offensive weapons, drugs and pyrotechnics.

Links to other NOS

SKASS1, SKASS3, SKASS4, SKASS5

SKASS2

Control the movement of spectators and deal with crowd issues at events



Developed by SkillsActive

Version Number 2

Date Approved March 2019

Indicative Review Date March 2024

Validity Current

Status Original

Originating Organisation SkillsActive

Original URN SKASS2

Relevant Occupations Steward

Suite Spectator Safety

Keywords crowds, spectators, stewards, events, marshals
