

Control the movement of spectators and deal with crowd issues at an event

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**Overview**

This standard is about keeping a careful watch over spectators including their entry to and exit from the venue. It also covers dealing with crowd issues such as unexpected movements, local overcrowding, over-capacity, lost property, missing people and unsociable/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 and welfare.

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## Performance criteria

You must be able to:

### Control the entry, exit and movement of people at spectator events

1. observe and monitor the crowd and the conditions in your designated area throughout your period of duty
2. control queues according to venue requirements
3. greet and admit **client groups** according to venue and legislative requirements
4. provide the **client groups** with information or refer to another source of help if necessary
5. supervise the safe exit of **client groups** according to the venue procedures

### Identify and deal with crowd issues

6. identify **crowd issues** when they occur
7. assess and report the **crowd issues** to your control room or supervisor, answering any questions
8. take **action** following instructions
9. make sure that any **action** is not dangerous to yourself and the other **client groups** involved
10. communicate with the **client groups** involved and colleagues
11. reassure the people involved and ask them to follow instructions
12. regularly update your control room or supervisor with the situation

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## 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. venue and legislative requirements for greeting and admitting **client groups**
4. when to refer **client groups** to another source of information
5. venue procedures for supervising the safe exit of **client groups**

### Identify and deal with crowd issues

6. possible **crowd issues** that may occur in your designated area
7. methods of assessing and reporting **crowd issues**
8. why it is necessary to follow instructions given by your control room or supervisor
9. the type of **action** which might endanger yourself or other **client groups**
10. **communication methods**
11. **crowd management skills**
12. procedures of updating your control room or supervisor

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**Scope/range related  
to performance  
criteria**

**client groups** (to 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. crowd movements and crowd dynamics
2. local crowd density
3. over-capacity
4. crowd distress
5. separation of individuals and groups
6. unsociable behaviour
7. unlawful behaviour
8. entry into restricted areas
9. vehicle movement

**action**

1. remove people, hazards and objects
2. contain or redirect the affected client groups

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**Scope/range related to knowledge and understanding**

**client groups** (to cover a minimum of 4)

1. spectators
2. work force
3. contractors
4. regulatory bodies
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6. emergency services
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**crowd issues**

1. crowd movements and crowd dynamics
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**action**

1. remove people, hazards and objects
2. contain or redirect the affected client groups

**communication methods**

1. verbal communication
2. radio communication
3. written communication
4. signing

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**crowd management skills**

1. providing reassurance
2. encouraging calmness
3. asserting desired level of authority
4. being visible to the crowd
5. remaining vigilant
6. diffusing situations

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## 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 antisocial behaviour
5. Seeking to understand people's needs and expectations
6. Taking responsibility for personal safety
7. Taking pride in delivering high quality work
8. Vigilant for possible hazards and threats
9. Encouraging and supporting others to make the best use of their abilities
10. Advocating safety and welfare as a priority when planning events
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 disability, discrimination 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. Following instructions
6. Leading by example
7. Resilience
8. Sensitivity to others

9. Managing challenging behaviour
10. Mentoring
11. Motivating others
12. Negotiating and compromising
13. Obtaining and providing feedback
14. Valuing and supporting others

## Glossary

### **Appearance**

A visual impression given by setting an agreed minimum standard with regards to appropriate dress and conduct.

This includes wearing the appropriate clothing, presenting a professional image, being polite, attentive, courteous and helpful and having the correct identification.

### **Area**

A specified part of a venue that could include confined areas, open areas, public areas (front of house) and non-public areas (back of house).

### **Client groups**

The collective noun used to describe groups of people who may be working at, taking part in or observing an event. For example, spectators, workforce, VIP's, athletes, media, press, contractors, regulatory bodies and officials.

### **Colleague(s)**

A person you work with. They could be working at a lower, higher or same level as you.

### **Communications (resources)**

The technology and systems used for sending and receiving messages. This could include notebooks for recording incidents, or communications equipment such as radios, PA systems, telephones or TV screens.



**Communicate**

The exchange of information through verbal and non-verbal methods.

**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.

**Designated area**

The area for which the stewarding personnel is responsible for.

**Designated points (positions)**

The location of the steward as determined by the safety officer and detailed in the Organisational Procedures.

**Event**

An organised occasion that members of the public attend. For example: sporting, musical or religious gatherings.

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**Monitor**

To watch, observe, listen to, or check for a special purpose.

**Unlawful behaviour**

Behaviour likely to offend other people. For example use of offensive language or gestures, racist abuse, swearing or other types of abusive behaviour.

**Venue**

The location of the event, whether sporting or non-sporting.

**Links to other NOS** [SKASS1](#), [SKASS3](#), [SKASS4](#), [SKASS5](#), [SKASS6](#)

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