<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Stakeholder and Customer Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Crowd Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage and control commuter traffic in public transport premises through crowd management and control techniques to facilitate service continuity and reliability</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
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<td>PTP-CFC-2020-1.1</td>
<td>PTP-CFC-3020-1.1</td>
<td>PTP-CFC-4020-1.1</td>
<td>PTP-CFC-5020-1.1</td>
<td>PTP-CFC-6020-1.1</td>
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<tr>
<td></td>
<td>Perform crowd control using crowd control techniques and apply crowd management measures</td>
<td>Implement crowd management plans and deploy staff to support and/or intervene crowd control management</td>
<td>Develop crowd management plans and staff capabilities to support the implementation of crowd management</td>
<td>Align crowd management plans to organisational operational and service excellence framework</td>
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**Knowledge**

- 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
- 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
- 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
- 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
- Evaluate organisational crowd management plans and procedures to assess alignment with operational and service requirements

**Abilities**

- Apply knowledge of crowd control and techniques and crowd management measures in managing crowd
- Undertake precautionary measures to avert
- Assess potential scenarios for congestion in public transport premises
- Implement crowd control measures in accordance
- Develop crowd management plans and procedures for different rail operational scenarios and regulatory requirements
- Evaluate organisational crowd management plans and procedures to assess alignment with operational and service requirements
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<tr>
<td>Apply the use of communication systems and equipment to make announcements and relay information to commuters</td>
<td>Deploy Personnel to Adequately Support Crowd Control Management</td>
<td>Implement Checks to Ensure Crowd Management Systems and Equipment Are Deployed in Accordance with Organisational Crowd Management SOPs</td>
<td>Guide the Development of Crowd Management Plans and Procedures</td>
</tr>
<tr>
<td>Usher crowd to public access areas, commuter passage ways and emergency exit locations</td>
<td>Implement Checks to Ensure Crowd Management Systems and Equipment Are Deployed in Accordance with Organisational Crowd Management SOPs</td>
<td>Establish Communication Channels Between Staff and Control Points in the Implementation of Crowd Management Plans</td>
<td>Review Staff Capabilities to Establish Training and Exercise Requirements to Support the Implementation of Crowd Management Plans</td>
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<tr>
<td>Utilise tools and equipment and techniques in handling elderly and disabled persons when managing crowd</td>
<td>Assess Staff Operational Performance and Competencies Through Real-time Crowd Management Implementation</td>
<td>Develop Crowd Management Training Plans and Exercises</td>
<td>Review the Involvement of Internal and/or External Stakeholders in Developing Crowd Management Plans</td>
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