<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Enterprise Risk Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Crowd Control and Planning</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Manage crowd control within defined boundaries including crowd control planning and risk mitigation strategies</td>
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<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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<tr>
<td>TOU-RIM-2019-1.1</td>
<td>TOU-RIM-3019-1.1</td>
<td>TOU-RIM-4019-1.1</td>
<td>TOU-RIM-5019-1.1</td>
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- 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

- 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
- 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
- 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
- Procedures for crowd management risk assessment
- Components of strategy formulation
- Indicators of crowd control efficiency and effectiveness
- Crisis management principles, procedures and strategies

#### Abilities

- Monitor crowd behaviour
- Provide assistance to people in distress
- Deploy safety and security measures
- Organise set-up of demarcation of lines and signage
- Develop estimates for expected crowd turnout for events
- Formulate strategies to address shortfalls of crowd control plans
- Lead development of crowd control procedures
<table>
<thead>
<tr>
<th><strong>• Enforce space demarcation and signage placement</strong></th>
<th><strong>• Implement crowd control plans and procedures</strong></th>
<th><strong>• Review safety and security requirements for events and venues</strong></th>
<th><strong>• Lead risk assessment of events and venues</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>• Monitor vehicle traffic and placement</strong></td>
<td><strong>• Implement procedures to manage traffic control</strong></td>
<td><strong>• Develop crowd control plans and procedures</strong></td>
<td><strong>• Devise space utilisation strategies and plans</strong></td>
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<tr>
<td><strong>• Enhance traffic control</strong></td>
<td><strong>• Implement procedures to handle vehicle incidents and accidents</strong></td>
<td><strong>• Develop traffic control plans and procedures</strong></td>
<td><strong>• Review effectiveness of crowd control plans and procedures</strong></td>
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<td><strong>• Support handling of vehicle incidents and accidents</strong></td>
<td><strong>• Support conduct of emergency drills</strong></td>
<td><strong>• Develop vehicle incidents and accidents response plans and procedures</strong></td>
<td><strong>• Review effectiveness of emergency crowd control plans and procedures</strong></td>
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<td><strong>• Develop emergency crowd control plans and procedures</strong></td>
<td><strong>• Endorse feasibility of control plans</strong></td>
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<td><strong>• Facilitate conduct of emergency drills</strong></td>
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<td><strong>• Execute crisis management plans</strong></td>
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