





Crowd Safety Management Package

Apprenticeship Standard for Operations/Departmental Manager

CrowdSafetyTraining

What is an Operations/Departmental Manager?

An Operations/Departmental Manager is someone who manages teams and/or projects, achieving operational goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation.

Specific responsibilities and job titles will vary, but the knowledge, skills and behaviours will be the same.

Key responsibilities may include: creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include Operations Managers, Regional Managers, Divisional Managers and other specialist managers.



Who is this skills development programme for?

This programme is aimed at experienced managers who would like to study to gain essential leadership and management qualifications specifically tailored to the Crowd Safety Management industry.

What does the programme include?

On successful completion of this programme learners will have achieved one or all of the following qualifications

- Level 4 Diploma NVQ in Spectator Safety Management
- Level 5 Operational/Departmental Manager Apprenticeship*
- Level 5 Award in Crowd Safety Management
- *(Mandatory)



Entry Requirements

The entry requirements for this programme will be determined between the training provider and the employer. Typically, the standard would be for a learner to have five GCSEs at Grade C or above. Alternatively, extensive industry experience and acceptable initial assessment scores should be considered. Learners who do not have evidence of a Level 2 in Maths and English must complete these before End Point Assessment (EPA).

How long does the programme take?

Typically, 2 – 2½ years.



What progression routes can I take on successful completion?

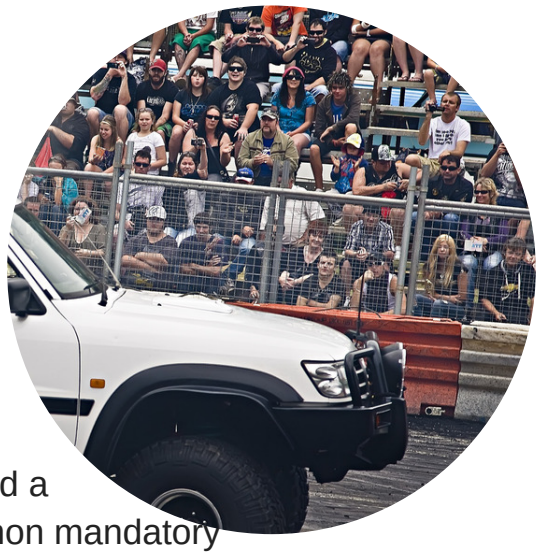
On successful completion, learners can register as full members of the Chartered Management Institute (CMI) and/or The Institute of Leadership and Management (ILM).

Those learners with 3 years management experience may also apply for Chartered Management status. On successful completion of this programme, learners may complete an additional access to Higher Education Module with a leading University to gain direct access an MSc programme.

When can I start?

The programme starts at regular intervals with new cohorts, please contact us to find out the next start date.

How much will it cost?



This programme utilises apprenticeship standard funding.

If you are a Levy Payer then this can be deducted in full from your Digital Account.

If you are a non-levy payer then your contribution will be £900.00 this is made up from a 5% contribution and a top up payment to cover the registration costs of the non mandatory qualifications.This is the total cost for the two year programme and will be billed in advance.

The Government will pay the remaining 95% of the fees and the fees for functional skills if required. (accommodation and travel to workshops not included).

How is this programme delivered?

This programme is delivered through a blend of face to face and Zoom workshops\master classes and eLearning via the learner's individual electronic portfolio. The electronic portfolio allows full tracking of the learner's progress by utilising brand new technology that resembles a popular online streaming service many users will already be familiar with. A full suite of management reports are available for managers to be reassured of progress and that investments are being put to good use.
Learners are required to attend 4 out of 5 two-day workshops (per year) at a central England location or online. Assignments and portfolio work will be set at each workshop for completion off the job and submitted via the electronic portfolio and online learning environment. All workshops will be recorded and where possible videoed as evidence of learner participation and attendance for off the job training. 20% of learning must be completed off the job.



Will I have a mentor or assessor?

Our learning development coaches are all industry practitioners and operate at the highest level of management world-wide. You will be assigned a coach during induction; this person will mentor you through the programme.

What will I learn?

Workshops will be delivered over two days; each workshop will contain one day of management training and one day of contextualising that management technique to the management of a crowd safety company.

YEAR ONE



Workshop 1
Day 1 Introduction to the programme
Day 2 Operational Management

Workshop 2
Day 1 Project Management
Day 2 The Level 4 Diploma in Spectator Safety

Workshop 3
Day 1 Financial Planning for Business (Quoting, Budgets and Forecasting)
Day 2 Crowd Safety Management Planning (History, Site Design, Flow Rates)

Workshop 4
Day 1 Leading\Managing people
Day 2 Crowd Safety Management Planning 2 (Stewarding, Security, Dot Plans)

Workshop 5
Day 1 Marketing your business (Creating Marketing and Sales plans)
Day 2 Legal Considerations for Crowd Safety

YEAR TWO



Workshop 1
Day 1 Crowd Dynamics and People Movement
Day 2 Level 5 Award in Crowd Safety Management

Workshop 2
Day 1 Business Continuity Planning
Day 2 Disaster\Emergency Planning \Counter Terrorism Planning for Events

Workshop 3
Day 1 Talent Management and Staff Welfare
Day 2 Front of Stage Pit Operations & Instructor Certificate

Workshop 4
Day 1 Communication
Day 2 Writing a Crowd Management Plan for Stadium and Arenas

Workshop 5
Day 1 Building Relationships and Stakeholder Management
Day 2 Writing a Crowd Management Plan for Greenfield Sites & Complexed Environments

Gateway
End Point Assesment (EPA)

The order/content of these workshops may change to meet operational requirements

EXAMPLE WORKSHOP

Workshop One Introduction Day One
09:00 Welcome and introduction to the programme\training team\other learners
10:00 Learner Commitment Statement discussion
10:30 Refreshment Break
10:45 Using your ePortfolio\eLearning and online Learning Environment
12:00 Lunch
13:00 Learner Induction Module (Safeguarding, Online Safety, Prevent, Channel, British
Values)
14:30 Refreshment Break
14:45 Introduction to Operational Management
17:00 Finish
18:30 Networking Dinner

Workshop One Introduction Day Two
09:00 The role of the Operational Manger in the Crowd Safety industry
10:00 Understanding command and control structure
10:30 Refreshment Break
10:45 Understanding command and control structure
12:00 Lunch
13:00 Roles and responsibilities of the management team
14:30 Refreshment Break
14:45 Data security and GDPR
17:00 Finish
18:30 Networking Dinner

CrowdSafetyTraining

Delivered by The Square Metre m^2

The Former County Court
13 Church Road
Redditch
B97 4AB

info@crowdsafetytraining.com
01604 436880

www.crowdsafetytraining.com