

TCM Purpose:

The Trained Crowd Manager Course, or TCM, was developed by the International Association of Venue Managers (IAVM), to improve public safety and provide venue operators a means to meet their obligations under the NFPA Life Safety Code. The Trained Crowd Manager Course will give you the skills you need to identify hazards, report problems and help protect yourself and others during an emergency.

By participating in this course you are helping improve public safety. Although we sincerely hope the skills presented in this course are never needed, we are glad to know that public venues are served by people like you who are willing to take action and help save lives.

TCM Course Overview:

Phase One:

In Phase One you will learn the role, responsibilities, and general requirements for crowd managers. You will come to understand the different hazards that can endanger spectators within public assembly venues. You will be introduced to life safety equipment and the best practices for improving life safety within venues. You will learn about crowd dynamics and how to manage and control crowd movement. And, at the end of the course, you will complete a post-course assessment where you will be able to demonstrate the knowledge, skills and abilities you have learned.

Phase One includes:

- Module 1: Administration and Introduction
- Module 2: Risks and Remedies
- Module 3: Crowd Movement
- Module 4: Moving People with Disabilities
- Post-Course Assessment and Student Course Evaluation

Phase Two:

Phase Two of this program is a hands-on exercise at a venue which provides reality based training to identify hazards that effect crowd movement. Upon your return to your venue you will be required to apply these concepts learned with a specific focus on your home venue's unique characteristics. You will be asked to demonstrate your specific venue knowledge by completing a Venue Knowledge Assessment which provides practical experience with your venue and its emergency response procedures. The Venue Knowledge Assessment will then be returned to IAVM to satisfy the completion requirements of Phase Two.

Phase Two includes:

- Module A: Venue Overview and Familiarization
- Module B: Venue Emergency Operations Plan
- Venue Knowledge Assessment

TCM Live Pricing Summary

| LOCATION | COST | HOURS | INSTRUCTORS | NUMBER OF STUDENTS |
|------------------------------|--|-------|-------------|---------------------|
| Any public facility assembly | \$6000 (Including materials, honorarium, travel for 2 instructors) | 6 | 2 | 50 students/class |
| At sector conferences | \$200/student | 6 | 2 | 15 students minimum |

IAVM

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