Security

Certified Sport Venue Staff (CSVVS)
Training
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Developed with grant funding from the Mississippi Office of Homeland Security
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS⁴) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn the following:

The basic responsibilities of the team member's role which include the following disciplines:

- Cleaning Attendant
- Ticket Taker
- Concessions
- Guest Services
- Traffic and Parking Lot Attendant
- Gate Security
- Retail Associate
- Usher
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of observing, listening, and monitoring the actions of individuals attending the event
- The importance of communication
- Techniques for problem solving and conflict resolution
- How to identify, assess, and evaluate safety and security risks
- Your role as a member of the venue safety and security team
- How to conduct yourself in a professional, calm, and restrained manner
Security plays a critical part in venue security. The responsibilities of the Security staff include careful checks and inspections of guests (pat downs or the use of magnetometers) for dangerous and prohibited items prior to entry into the venue as well as crowd management activities.

The main purpose of the Security staff is to protect people and property in and around the venue and to prevent dangerous and prohibited items and unauthorized individuals and vehicles from entering the venue.
The Security staff assist other members of the safety and security team by maintaining order and ensuring the safety and security of the guests, fellow members of the event staff and the venue.

The professional performance of Security team members is critical and directly contributes to the overall success of the guest's event experience.

You must always **Be Alert, Be Vigilant, and Be Safe**.

If you **See Something Say Something!**
Security

The Security Module consists of the following Lessons:

- Lesson 1: Basic Responsibilities
- Lesson 2: Interactions with Guests
- Lesson 3: Patron Screening and Crowd Management
- Lesson 4: Communication
- Lesson 5: Teamwork
- Lesson 6: Problem Solving Tips
- Lesson 7: Guests with Disabilities
- Lesson 8: Standards of Conduct
- Lesson 9: Your Role as a Member of the Safety and Security Team
- Lesson 10: Risk Assessment and Evacuation Procedures

You are responsible for learning ALL the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities of Security
Lesson 1: Basic Responsibilities

Lesson 1 provides the proper information needed to perform the tasks as a member of the Security team and as an effective member of the venue safety and security team.

Security staff are responsible for:
• Inspecting guests for dangerous and prohibited items.
• Directing the safe movement of guests into and out of the venue.
• Preventing unauthorized individuals and vehicles from entering the venue.

Security staff are an important part of the event team and they play a critical role in the safety and security of the guests and the venue.

You will need to rely on all your professional training, knowledge and skills to efficiently and effectively fulfill this role.
Lesson 1: Basic Responsibilities

Learning Objective

After completing Lesson 1, you will be able to describe the role and the responsibilities of the Security staff.
The role of Security includes the following:

- Pre-event security sweeps
- Creating and maintaining open and safe entrance and exit points
- Screening of people with vehicles entering venues
- Looking for suspicious individuals/activities
- Creating and maintaining safe zones near the gates before, during, and after events
- Looking for and clearing hazards in entrances, exits, and safe zones
- Understanding evacuation procedures
Lesson 1: Basic Responsibilities

Responsibilities

The main responsibilities of Gate Security personnel are to prevent the unauthorized entrance of vehicles and individuals into the venue and to inspect guests for dangerous and prohibited items prior to entering the venue.

Additional responsibilities of the Gate Security staff include:

- Consistently enforce venue policies.
- Identify and assess safety and security risks.
- Crowd management.
- Check and verify credentials.
- Respond to safety and security situations.
- Execute emergency procedures and evacuation procedures.
- Ensure the safety of the venue, guests and fellow event staff.
- Provide high-quality guest service.
Establishing a Perimeter

Gate Security staff must ensure that a complete and thorough inspection of the gate areas of the venue is performed prior to the opening of the gates.

If possible, Security staff will establish a **minimum 100-foot secure inner perimeter** around the venue that creates a **buffer zone**.

They should also ensure that all entrances and exits are clear and unobstructed prior to gate opening.

Security staff should **anticipate the movements of guests, media, and venue staff** and **use site control measures** to contain and direct these movements.
Lesson 1: Basic Responsibilities

Perimeters

Once the inner perimeter has been secured, Gate Security staff must identify and eliminate any obstacle that would slow crowd movement. These obstacles include items such as tents, displays, and any other obstacle that would impede entering and exiting the venue.

You must also check for hazards such as:

• Cables which could cause a trip hazard
• Wood pallets
• Portable signs
• Unattended packages
• Suspicious persons
Lesson 1: Basic Responsibilities

Vigilance

All Security staff must be vigilant before, during, and after the event by looking for anything that may be out of the ordinary such as:

- Suspicious persons
- Unattended packages
- Unauthorized vehicles parked close to the venue

Stabbing Incident

The video you are about to view is of an incident that occurred at an Oakland Raiders game. As a fight occurs between two rival fans, one of them produces a knife. He uses the weapon with the intent to fatally wound the other person. This type of criminal behavior is a prime example of what could happen with a breakdown in security.
Lesson 1: Basic Responsibilities

Raiders Fan Stabs Chargers Fan
Video Recap

The security breakdown occurred because the Security staff did not properly inspect these individuals prior to entering the venue.

Had the correct inspection and confiscations policies been followed, this individual’s weapon may have been detected and seized and this situation would have been prevented.
Knowledge Check

Basic Responsibilities of Security

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 2

Interactions With Guests
As a member of the Gate Security team, you interact with the guests. This gives you the opportunity to assess the condition of the guests and make a decision as to whether or not they pose a threat to themselves, other guests and event staff.

Learning Objective

After completing Lesson 2, you will be able to summarize the job responsibilities of Gate Security personnel.
Lesson 2: Duties

Introduction

Observation of people's behaviors include:

- Appearance, inappropriate dress
- Inappropriate language
- Hostility
- Suspicious behavior
- Signs of impairment

Observing the guests attempting to enter the venue is a critical part of a Security team member’s job since it allows them to identify and address potential issues that could create incidents during the event.
Responsibilities

As a Gate Security team member, you are required to:

• Check all vehicles that are within 100’ of the perimeter of the venue for valid tags indicating that the vehicles have been properly inspected
• Ensure individuals who have credentials or tickets are properly screened
• Be visible and remain at your post before, during, and after an event
• Be consistent in enforcing all venue policies with all guests

Understand and practice protective actions
Responsibilities

The following are some additional responsibilities:

- Regularly review and adhere to venue policies, rules and regulations.
- Remain at your assigned post until a supervisor directs otherwise.
- Recognize behavior issues and seek assistance from a supervisor or law enforcement.
- Regularly review security procedures.
- Follow the chain of command.
- Follow the proper techniques for conflict resolution.

Check for obstacles and hazards, or anything else that might cause harm or injuries.
Knowledge Check

Security Interactions with Guests

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 3

Guest Screening and Crowd Management
Security personnel control and maintain security checkpoints that prevent the unauthorized entrance of vehicles and individuals into the venue.

They also check individuals attending the event for dangerous and prohibited items prior to entering the venue as well as assist with crowd management during ingress and egress.

Learning Objective

After completing Lesson 3, you will be able to describe techniques used for guest screening and crowd management.
Duties

The basic duties and responsibilities of a Security team member include:

- Preventing unauthorized vehicles and individuals from entering the venue.
- Conducting security inspections around the gates and inner perimeter.
- Verifying credentials.
- Inspecting guests and other individuals (media, event staff etc.) prior to entering the venue for dangerous and prohibited items.
- Crowd management.
Pat Downs

Pat down inspections of people attending an event and inspecting their bags is necessary in order to prevent dangerous and prohibited items from entering the venue.

Pat downs must be continuous or random but never modified. Your supervisor will inform you as to which pat down method best fits the venue's policy on the day of the event.

All pat downs must be conducted by the same sex as the person being searched. This is not the case when using hand held wands.
Pat Downs

The standard protocol for a pat down search is as follows:

- A visual inspection can be performed on areas not covered by clothing, i.e., shorts and t-shirts.
- Designate the area for the pat down search.
- Explain to the individual that they are subject to a pat down search per venue policy and that all people entering the venue must be screened for dangerous and prohibited items.
- The Screening Process
  1. Have the individual spread their feet, arms, and hands out with their palms up.
  2. Ask the individual to remove their hat or head covering.
  3. Start the pat down from behind the individual.
  4. Begin on the individual's right side shoulder, move to end of the arm, down the side, down the back, down the leg to shoe.
"Crowd surge" refers to guests gathering in mass in an open area and crowding an entrance or an exit. If a "crowd surge" occurs, people will have no place to go. This surge action will result in a "crush" of people, more than likely resulting in injuries or death.
Click the **Quiz** button to edit this object

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**Knowledge Check**

**Guest Screening and Crowd Management**

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score **100%** on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 4

Communication
Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 5

Teamwork
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 6

Problem Solving Tips
Quiz

Click the Quiz button to edit this object

Knowledge Check

Problem Solving

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 7

Guests with Disabilities
Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 8

Standards of Conduct
Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 9

Your Role as a Member of the Safety and Security Team
Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 10
Risk Assessment and Evacuation Procedures
Click the Quiz button to edit this object

Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Put Your Training to Work

You can now put your Security Team training to use in the venue in which you work.

By taking on the role of Security Team member, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Security Team – Next Step

- You have completed the training module.
- You will now take the final exam.
- Final Exam
  - 25 question, multiple choice exam
  - You must score 100% to pass the exam
  - You will be retested on any missed questions
- You will receive your certificate after you pass the final exam.
- You will receive additional location-specific training when you join your team at the venue
THIS CONCLUDES YOUR TRAINING