

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Event Safety and Crowd Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Concerts, conferences, sports events and festivals bring large crowds and specific safety risks. This course covers event safety and crowd management: risk assessment, venue capacity and layout, ingress and egress, crowd dynamics, stewarding, medical provision, communication, emergency plans and working with authorities.

Crowd incidents can escalate rapidly with tragic results. You will learn to plan events that are safe and enjoyable.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Crowd dynamics case studies, site planning exercises, emergency scenario workshops and checklists.

Course objectives

By the end of this course, participants will be able to:
- Assess event safety risks
- Plan venue capacity and layout
- Manage ingress, circulation and egress
- Understand crowd dynamics and warning signs
- Organise stewarding, medical and communication
- Prepare and coordinate emergency plans

Target audience

This course is suitable for:
- Event organisers and managers
- Venue managers
- Security and safety officers
- Local authority event staff
- Stewarding supervisors



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Target competencies

Participants will develop competencies in:

- Event risk assessment
- Capacity planning
- Crowd monitoring
- Stewarding management
- Emergency coordination

Course outline

Day 1: Event Safety

09:00–10:08	Event types
10:08–11:00	Legal duties
11:00–11:30	**Coffee break**
11:30–11:45	Legal duties (continued)
11:45–12:53	Major incident lessons
12:53–14:00	Case study

Day 2: Planning

09:00–10:08	Risk assessment
10:08–11:00	Capacity and layout
11:00–11:30	**Coffee break**
11:30–11:45	Capacity and layout (continued)
11:45–12:53	Licences and approvals
12:53–14:00	Workshop

Day 3: Crowd Management

09:00–10:08	Crowd dynamics
10:08–11:00	Ingress and egress
11:00–11:30	**Coffee break**



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11:30–11:45	Ingress and egress (continued)
11:45–12:53	Monitoring
12:53–14:00	Exercise

Day 4: Operations

09:00–10:08	Stewarding
10:08–11:00	Medical provision
11:00–11:30	**Coffee break**
11:30–11:45	Medical provision (continued)
11:45–12:53	Communication
12:53–14:00	Exercise

Day 5: Emergencies

09:00–10:08	Emergency plans
10:08–11:00	Authorities
11:00–11:30	**Coffee break**
11:30–11:45	Authorities (continued)
11:45–12:53	Debrief
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,450.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Rome Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Vienna Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,940.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
London Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,840.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Rome Confirmed dates	10 May 2027	14 May 2027	**€2,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	31 May 2027	4 Jun 2027	**€3,150.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,890.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.–**
Dubai Confirmed dates	26 Jul 2027	30 Jul 2027	**€3,150.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,890.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Vienna Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,940.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,840.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,890.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Amsterdam Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,540.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**€3,150.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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