



Dear Team Member,

Venue Crowd Safety Regulation

North Carolina Office of the State Fire Marshall as established "Venue Crowd Safety Regulation". This mandate is required as a condition of your employment. Thus, all new team members must successfully complete an online Crowd Management Training course within 120 days of your date of hire.

Please make sure to read this document in its entirety before taking the course and before contacting your department manager for guidance.

Objectives of the course:

- To provide a self-study guide for facility personnel to act as crowd managers in accordance with Section 403.3 of the 2012 North Carolina State Fire Prevention Code.
- At the conclusion of this course, the student will have an understanding of the duties and responsibilities of a crowd manager required by the North Carolina State Fire Prevention Code.

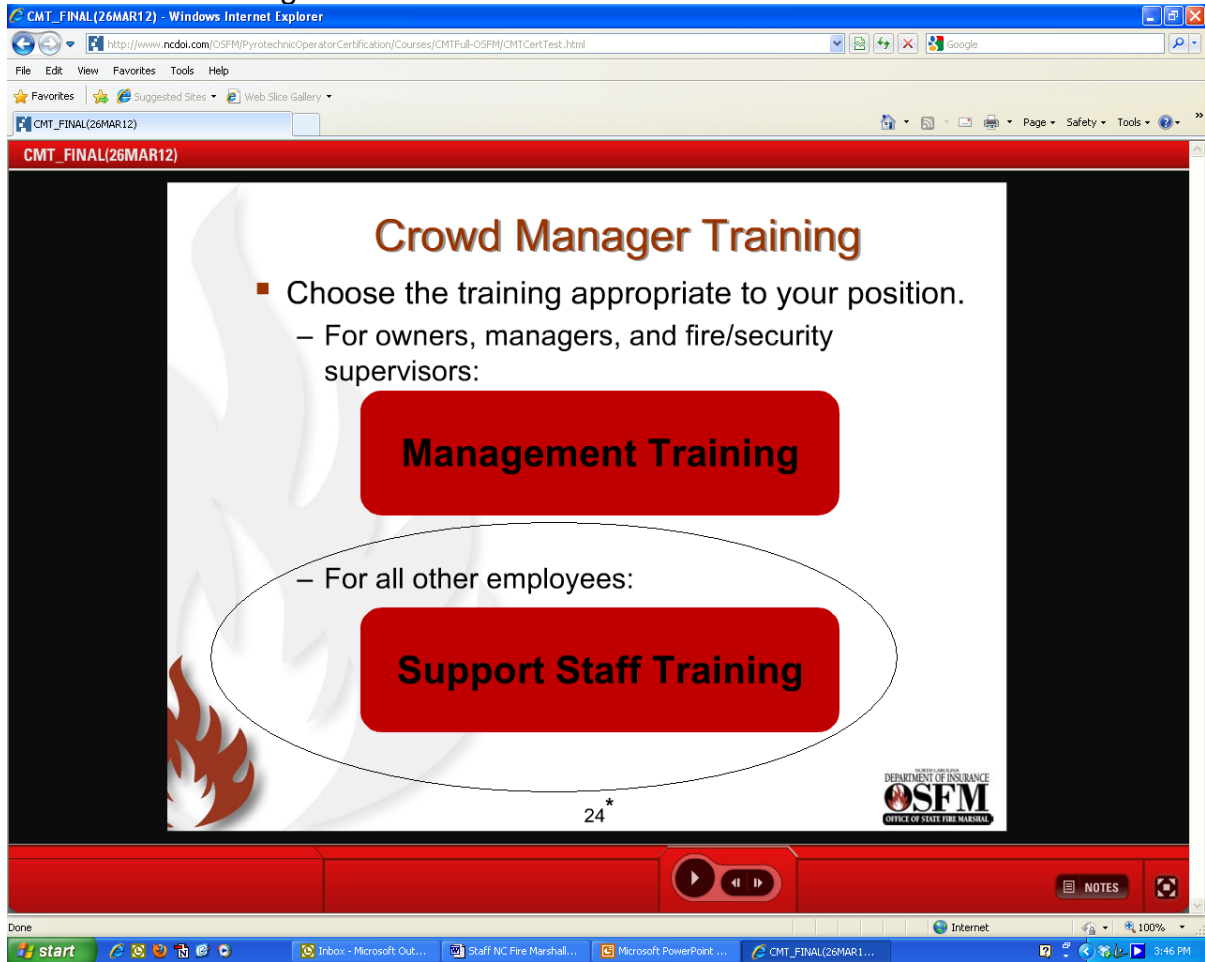
Requirement of 2012 NC State Fire Prevention Code Section 403.3:

This new section to the NC State Fire Prevention Code requires trained crowd managers at a ratio of one crowd manager for every 250 persons, for buildings or events where attendance is greater than 1,000 persons.

Process:

- Please click on or type in the following web address,
http://www.ncdoi.com/OSFM/Fire_Safety_Programs/Default.aspx?field1=Crowd_Manager_Training&user=Crowd%20Manager%20Training
- On Slide #24, you will need to follow the **SUPPORT STAFF** version of the training course, **NOT** the **MANAGEMENT** version. Unless you have been promoted and is now serving as a lead, supervisor and/or manager. Thus is must complete the Management course.
- Once you have gone through the presentation, there will be a 25 question multiple choice test.
- After successfully passing the test (80% required), you will be asked to enter your **NAME** and **PNC Arena** (as place of work) before printing your certificate.

- Print off your certificate and bring or email a copy of it to your department manager.



FREQUENTLY ASKED QUESTIONS

Will I be paid for this training? Yes, you will be paid for 30 minutes (Training Wage = \$7.25 per hour) after successfully completing the crowd manager course. You must submit a copy of your certificate to your department manager at the season kickoff on Wednesday, September 12th in order to be paid.

Do I need to take the training again if I have already taken it? No, you just need to submit a copy of your certificate to your department manager at the season kickoff on Wednesday, September 12th. You will **NOT** be paid if you have already taken this training course for another venue and/or staffing company.

Do I need to take this training course if I have already taken a similar course (Example: IAVM – Trained Crowd Manager Phase 1 & 2)? Yes, you will still need to take this training course as well.

Below is a sample question from the training course.

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http://www.ncdoi.com/OSFM/PyrotechnicOperatorCertification/Courses/CMTFull-OSFM/CMTCertTest.html

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Management

Question 6 of 12

Trained crowd managers shall be provided at events where more than ____ people gather.

499

250

999

1000

OSFM
OFFICE OF STATE FIRE MARSHALS

SUBMIT

Done

Internet 95%