



BRINGING
LIVE
TO
LIFE[®]

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ONCOURSE

TRAINING COURSE INFORMATION

PROFESSIONAL
CERTIFICATE IN
CROWD SCIENCE,
MANAGEMENT,
DYNAMICS,
PSYCHOLOGY
AND SOCIAL
INTERACTION



welcome

Thank you for enquiring about the Professional Certificate in Crowd Science, Management, Dynamics, Psychology and Social Interaction at the NEC.

The purpose of this booklet is to provide you with all of the information you require to make a decision about your training requirements.

If you have any further questions or concerns, please do not hesitate to get in touch with us.



professional certificate in crowd science, management, dynamics, psychology and social interaction

A key course for all staff involved in the day to day running of events, conferences, retail, music and sporting activities in crowded spaces or where visitor management is required.

PROMOTING THE FOLLOWING THEMES:

- SCENARIO BASED LEARNING FOR THOSE WORKING IN THE EVENTS INDUSTRY
- PROBLEM SOLVING TEAMWORK AND LEADERSHIP
- NEGOTIATION AND COMMUNICATION DEVELOPMENT FOR LEADERS, MANAGERS AND OTHER EMPLOYEES

COURSE DURATION

4 days including 2 evenings

Ensuring that all employees are well versed in the theory and practice of crowded space and visitor management through a work based learning approach

What does the course contain:

- The key concepts of science, management, dynamics, psychology, social interaction and the human spatial mapping of crowds, their possible causes and preventative measures, scientific theory and its many and varied applications. The programme has a focus on crowd behaviour, psychology, social interaction and human spatial mapping showing how the social and scientific elements are integrated providing a better understanding of visitor management and the management of crowded space.

This is delivered through knowledge and information of new technologies, proxemics, pressure and temperature, arrival, ingress, circulation, egress and departure as well as evacuation and crowd profiling

- Decision making, negotiation, communication and problem solving through the development of theoretical concepts and then putting them into practice
- Scenario based learning developing ideas and actions related to one or more major incidents in a real life situation
- The development of synergistic groups and working in these groups to solve a series of venue based problems in situ through table top exercises.



CREDIT RATED BY:

Edinburgh Napier





professional certificate in crowd science, management, dynamics, psychology and social interaction

Overview

This unique four-day course, developed in partnership with Oncourse at the NEC, is taught entirely in a workshop environment where all theory learned is applied in a workplace situation and any assessment is linked to your job role. The course is in two parts, the first focuses on a number of areas: the management of crowded spaces, scientific notions of crowd management, human spatial mapping, crowd dynamics, decision making, problems solving and working in teams.

The second half of the programme provides real life and often real time situations either in the venue or in a specially constructed tabletop environment. Participants are introduced to a number of event-based issues and expected to create practical solutions to these.

From this course you will learn to:

- Make both simple and complex decisions using theory and practice in the event environment
- Understand the concepts related to crowded space, it's science and it's management
- Appreciate the way in which teams work together to solve problems and to create innovative solutions

Course Title

The Professional Certificate in Crowd Science, Management, Dynamics, Psychology & Social Interaction

COURSE DURATION

4 Day extended workshop plus work-based activity

Cost

£695 + VAT

Entry Requirements

All qualifications and experience considered

Credits/Level

10 Credits at Undergraduate level

11th – 14th May 2015

Booking a place on the Professional Certificate in Crowd Science, Management, Dynamics, Psychology & Social Interaction. The booking process is simple:

Please call Julie Fletcher on 0121 767 3967 or email julie@oncoursehealthandsafety.co.uk



CREDIT RATED BY:

Edinburgh Napier





the course venue

BACKGROUND

With 20 interconnecting halls, at the heart of the UK's transport network, the NEC continues to be a conference and exhibition venue of today, and of the future. We stage around 140 trade and consumer events each year, ranging from world-famous public shows such as Crufts and Clothes Show Live, to huge international trade exhibitions like IFSEC and Spring Fair, Birmingham.

HISTORY

It was 1976, the visionaries behind the NEC might have made a fashion faux pas with their flared suits and big hair, but they got their vision for the NEC of the future spot on.

Since the official opening of the NEC, the venue has built upon its early successes and now welcomes more than two million people every year.



travel directions and location

THE NEC IS EASY TO FIND



- Outlet Shopping
- Genting Hotel & Spa
- Bars and Restaurants
- Cinema
- Genting International Casino
- The Vox Conference Centre

Key

- P1/P2** Piazza entrances
- A1/A2/A3** Atrium entrances
- i** Visitor & Business Centre - T: +44 (0)121 780 4141
- W** Welcome desk
- W** The NEC woodland
- Car parks**
 - South: S3-S7
 - East: E1-E5
 - North: N1-N12
 - West: West car park

- A** VIP parking
- B** Disabled parking/ outdoor exhibition area
- C** NEC visitor parking
- D** West Midlands bus stops
- E** NEC Express 1
- F** NEC Express 3
- G1 G2 G3 G4 G5** Gates

- T** Taxi rank
- PH** Private hire
- W** Car park toilets (Including accessible toilet)
- A** Airport
- R** Train station
- B** Box office
- S** Shuttle bus to halls
- Pedestrian footpaths
- Pedestrian footpaths subway

accommodation near the nec

Search and book online at <http://myvisit.thenec.co.uk>

HOTELS			
Genting Hotel	Resorts World, Pendigo Way, NEC	B40 1PU	0121 273 1000
ibis Styles NEC	Bickenhill Lane, NEC	B40 1PJ	0121 780 5900
Crowne Plaza NEC	Pendigo Way, NEC	B40 1PS	0871 942 9160
Express by Holiday Inn NEC	Bickenhill Parkway, NEC	B40 1QA	0870 720 2297
Arden Hotel & Leisure Club	Coventry Road, Bickenhill	B92 0EH	01675 443 221
Heath Lodge Hotel	117 Coleshill Road, Marston Green	B37 7HT	0121 779 2218
Gables Hotel & Restaurant	11 Coventry Road, Elmdon, Solihull	B92 9ED	0121 782 1780
Swallowfield Country House	Hampton Lane, Meriden	CV7 7JR	0167 652 1262
Manor Hotel	Main Road, Meriden	CV7 7NH	0167 652 2735
Marriott Forest of Arden	Maxstoke Lane, Meriden	CV7 7HR	0167 652 2335
Ramada Solihull	The Square, Solihull	B91 3RF	0121 711 2121
Tudor Court Hotel	77 Kineton Road, Olton	B92 7DX	0121 706 3121
Grimscoote Manor Hotel	Lichfield Road, Coleshill, Birmingham	B46 1LH	0167 546 4222
Britannia Coventry Hill Hotel	Birmingham Road, Allesley	CV5 9PH	0871 222 0094
Quality Hotel Airport/NEC	49 Sherbourne Road, Acocks Green	B27 6DX	0121 706 5900
Holiday Inn Express Birmingham South	1270 Coventry Road, South Yardley	B25 8BS	0121 289 3333
Nailcote Hall Hotel	Nailcote Lane, Berkswell	CV7 7DE	0247 646 6174
Castle Bromwich Inn	Junction 5, M6, Chester Road	B35 7AF	0121 694 6700
Britannia Hotel Coventry	Cathedral Square, Fairfax Street, Coventry	CV1 5RP	0247 663 3733
Radisson BLU Hotel	12 Holloway Circus, Queensway	B1 1BT	0121 654 6000
Jurys Inn	245 Broad Street, Birmingham	B1 2QH	0121 606 9000
Dayspring Hotel	128-130 Gravelly Hill, Birmingham	B23 7PF	0121 240 5844
New Hall Hotel & Spa	Walmley Road, Sutton Coldfield	B76 1QX	0121 378 2442
Ramada Birmingham Sutton Coldfield	Penns Lane, Walmley, Sutton Coldfield	B76 1LH	0121 351 3111
Rollason Wood Hotel	130, Wood End Road, Erdington, Birmingham	B24 8BH	0121 373 1230
Conference Aston Hotel	Aston Street, Birmingham	B4 7ET	0121 204 4300
Campanile Birmingham	Chester Street, Aston, Birmingham	B6 4BE	0121 359 3330
Britannia Hotel Birmingham	New Street, Birmingham	B4 4RX	0871 222 0093
Comfort Inn Birmingham	Station Street, Birmingham	B5 4DY	0121 643 1134
Holiday Inn Express Birmingham City Centre	65 Lionel Street, Birmingham	B3 1JE	0845 112 6151
Bloc Hotel	St Paul's, Caroline Street, Birmingham	B3 1UG	0121 212 1223
Plough & Harrow Birmingham	135 Hagley Road, Edgbaston	B16 8LS	0121 454 4111
Menzies Strathallan	225 Hagley Road, Edgbaston	B16 9RY	0121 455 9777
Redlands Guest House	Church Lane, Bickenhill	B92 0DT	0167 544 2661
Church Farm	Church Lane, Bickenhill	B92 0DN	0167 544 2641
Arden House Hotel	74 Maple Leaf Drive, Marston Green	B37 7JB	0121 788 2068
Central Guest House	1637 Coventry Road, South Yardley	B26 1DD	0121 706 7757
Gayton B&B	34 Meriden Road, Hampton-In-Arden	B92 0BT	0167 544 2204
White Lion Inn	High Street, Hampton-In-Arden	B92 0AA	0167 544 2833
Grove House B&B	8 Whichcote Avenue, Meriden	CV7 7LR	0167 652 3295
Olton Cottage Guest House	School Lane, Old Yardley Village, Birmingham	B33 8PD	0121 783 9249
Atholl Lodge	16 Elmdon Road, Acocks Green, Birmingham	B27 6LH	0121 707 4417
Achill Guest House	35 Hampton Road, Knowle	B93 0NR	0156 477 4090
Station Approach B&B	654 Streetsbrook Road, Solihull	B91 1LB	0121 240 4888
Langley Cottage	Cottage Lane, Whiteacre Heath, Coleshill	B46 2EJ	0167 546 3083
E-or Lodge	Marston Lane, Curdworth, Sutton Coldfield	B76 0DF	0167 547 0330
Chester's 413 Continental B&B	413 Upper Eastern Green Lane, Coventry	CV5 7DJ	0247 646 8250
Castle Laurels Hotel	22 Castle Road, Kenilworth	CV8 1NG	0192 685 6179
Arc Serviced Apartments	The Arcadian Centre, Hurst Street, Birmingham	B5 4TD	0871 971 2952

GUEST HOUSES/B&BS



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PRESENTS



booking a place on the crowd science course

The booking process is simple
and the steps are highlighted below:

Please call Julie Fletcher on 0121 767 3967
or email julie@oncoursehealthandsafety.co.uk

www.oncoursehealthandsafety.co.uk



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Edinburgh Napier
UNIVERSITY

