

A guide to International Spectator Safety Qualifications Centres' information



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Centres' information

Stewards play a key role in the sports and entertainment industry as they make it possible for millions of people to enjoy themselves in a safe environment.

The UK model of stewarding is often cited as the way forward for managing events. It is centred around 'safety' and not 'security', and has helped combat the football hooligan problems that existed in the 1980's. City & Guilds has been proudly and consistently delivering qualifications in spectator safety for over ten years and have now developed an international version of its highly successful UK qualifications in this field.

In parts of the world where events are managed by security companies, armed forces and the police, the concept of stewarding events is a relatively new one. However, as the safety of spectators becomes an increasingly important requirement for countries to obtain the right to organise major national or international events, so does the need for high quality crowd management.

These qualifications are appropriate for stewards and supervisors who are in charge of managing spectators at sporting events such as football, rugby, cricket, horse-racing and motor sports, as well as concerts, festivals, parades and carnivals. The content reflects recognised UK industry standards in stewarding, but is generic enough to be tailored to any country's specific needs and legislation.

The qualifications have been endorsed by the UK's Football Safety Officers Association (FSOA) which represents football clubs from all leagues in England and Wales.

City & Guilds has vast experience in offering qualifications in 100 countries worldwide, and works very closely with employers, governments and professional associations to ensure that its qualifications act as a passport to employment or further learning.

Which qualifications are available in this area?

International Award in Spectator Safety

This qualification is designed for stewards who work as part of a wider team at events. Candidates will be able to:

- Identify the roles of a spectator safety steward
- Work effectively with others
- Assist with the preparation for spectator events
- Enable the movement of spectators
- Handle potential conflicts

International Award in Supervising Spectator Safety

This qualification is designed for steward supervisors who work as part of a wider team at events. Candidates will be able to:

- Develop effective working relationships
- Prepare for spectator events
- Control the movement of spectators
- Manage potential conflicts

How are the qualifications assessed?

These qualifications are both assessed by a practical assignment, which contains a mix of short answer questions, and practical observations of stewards carrying out typical stewarding or supervising activities. The assessments are designed to test both subject knowledge and practical skills.

How long will the qualifications take to complete?

City & Guilds defines guided learning hours (GLHs) as the amount of contact time, including assessment, which is likely to be required for a candidate to complete all the knowledge and practical requirements for the qualification for which he or she is studying. Additional time may be required by candidates for self study, research and unsupervised practice, and by tutors for day-to-day marking of assignments or homework where the candidate is not present.

The International Award in Spectator Safety is based on 60 guided learning hours (GLHs).

The International Award in Supervising Spectator Safety is based on 90 guided learning hours (GLHs).

Frequently asked questions (FAQs)

What training does the assessment team require?

The assessment team do not require a specialist assessor qualification but they should be vocationally competent and have a good understanding of the standards and the assessment requirements. Assessors should hold a suitable training qualification.

What entry requirements do prospective candidates need?

There are no formal entry requirements but centres should carry out initial assessments of candidate achievement to assess their suitability.

How can the personal achievements of learners be recognised?

Each qualification is graded as pass or fail.

Centres' information

How do I become an approved centre?

In order to help you to prepare for approval, City & Guilds have developed a Centre Guide entitled 'Delivering International Qualifications'.

Contact your local branch office for this information and further support and guidance. Before applying to become an approved centre you will need to meet our approval criteria in four key areas:

- Management and administrative systems
- Physical and staff resources
- Assessment
- Quality Assurance

Key points

- Based on UK model of stewarding
- Focus is on safety - not security
- Practical assignments carried out in realistic environment
- Underpinning knowledge tested
- Global qualifications for local delivery
- City & Guilds international experience
- Endorsed by the Football Safety Officers Association (FSOA)

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What forms do I need to complete to gain approval?

You will need to complete an application for centre approval form known as a CGI/CAP.

In order to gain approval for the qualification(s) you will also need to complete an application for qualification approval form known as CGI/QAP.

We have our own training programmes in place.

What are the advantages for us to use City & Guilds qualifications?

Many organisations already carry out training but may not assess that the learner has gained the required skills and knowledge. These qualifications can add a structure to the training and learning and provide assessment of knowledge and practical skills. Candidates will obtain an internationally recognised certificate on successful achievement of the qualification.

How does the awarding body ensure that quality is maintained within the centre?

City & Guilds appoints an external verifier who will visit the centre once a year and monitor the assessment process and check the quality assurance. Assessed work is sampled and a report completed that makes recommendations to both the centre and the awarding body.

What quality assurance is required at the centre?

It is important that the assessment conducted is standardised across the different assessors. In order to achieve this and to support the assessor in their role every centre should have a quality assurance co-ordinator to monitor assessment.

What does the role of the quality assurance person entail?

The role of the quality assurance co-ordinator is to support the assessors in carrying out their role. This is achieved by regular sampling of the practical assessments by observation and sampling of written assignments. Part of the role will also be to support the team by regular communication in the form of meetings as well as identifying and making provision for continuous professional development.

For more information about this qualification, please contact:

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