

# International Awards in Spectator Safety (6850)

## Qualification handbook

International Award in Spectator Safety  
International Award in Supervising Spectator Safety



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# International Awards in Spectator Safety (6850)

## Qualification handbook



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[www.cityandguilds.com](http://www.cityandguilds.com)  
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International Award in Spectator Safety  
International Award in Supervising Spectator Safety

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# 1 About this document

This document contains the information that centres need to offer the following qualifications:

<b>Qualification title</b>	<b>City &amp; Guilds qualification number</b>
International Award in Spectator Safety	6850 - 02
International Award in Supervising Spectator Safety	6850 - 03

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements.

This document should be used in conjunction with the *Centre Guide - Delivering International Qualifications (WP-UK-0015)*, which contains additional information and documentation required for the delivery of these Awards.

## **2 About the qualifications**

### **2.1 Aim of the qualifications**

The aims of these qualifications are to:

- demonstrate that the candidate has the knowledge of the main legislation, regulation or guidance that affects the work of a spectator event steward, the roles required to be undertaken by the spectator event steward, along with the reasons for providing stewards at spectator events
- allow candidates to learn, develop and practice the skills required for employment and/or career progression in the spectator event stewarding sector.

These qualifications are related to:

- UK National Occupational Standards in Spectator Safety at levels 2 and 3
- City & Guilds level 2 NVQ in Spectator Safety (4833-49), and the level 3 NVQ in Spectator Safety (4834-45) which are both accredited as part of the National Qualification Framework of England, Wales and Northern Ireland (NQF) at levels 2 and 3.

## **2 About the qualifications**

### **2.2 The structure of the qualifications**

The following certificates will be awarded to successful candidates on completion of the required units.

#### **International Award in Spectator Safety**

##### **Mandatory Generic Unit**

The unit included in this qualification is shown below. The recommended guided learning hours for the International Award in Spectator Safety are 60 hours.

Unit 201          Spectator safety stewarding

#### **International Award in Supervising Spectator Safety**

##### **Mandatory Generic Unit**

The unit included in this qualification is shown below. The recommended guided learning hours for the International Award in Supervising Spectator Safety are 90 hours.

Unit 301          Supervising spectator safety stewarding

##### **Guided learning hours**

City & Guilds defines guided learning hours (GLH) 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.

## 2 About the qualifications

### 2.3 Relevant sources of information

#### Related publications

City & Guilds also provides the following documents specifically for these qualifications:

Publication	Available from
Qualification handbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> SP-02-6850
Assessment pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> EN-02-6850
Qualification Information sheet	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Answer pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

#### Other essential documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- **Centre Guide – Delivering International Qualifications (WP-UK-0015)**  
This guide contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification.
- **International catalogue (CD-00-1112)**  
The international catalogue provides approved centres with details of general regulations, dated examinations, registration and certification procedures, and fees. This information is also available online.
- **International Handbook**  
Information on City & Guilds’ international portfolio of qualifications designed to help centres identify the right qualifications and levels for their learners. This brochure is also available to download from our website.
- **International Guide to Qualifications**  
Information on City & Guilds’ international portfolio of qualifications designed to help learners choose the right programme. This brochure is also available to download from our website.
- **Preparing projects and portfolios for international qualifications (FR-00-0008)**  
This guide contains useful general information for centre staff and for candidates.
- **Guide To The Assessment Of Practical Skills in International Vocational Qualifications (GP-00-0004)**  
This guide offers advice for centre staff on planning and conducting practical assessments for IVQs.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

## City & Guilds websites

Website	Address	Purpose and content
City & Guilds' international website	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
Walled Garden	<a href="http://www.walled-garden.com">www.walled-garden.com</a>	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

## Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

E-mail	Query types
<a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a>	International Customer Relations team: <ul style="list-style-type: none"> <li>• all candidate enquiries</li> <li>• centre enquiries relating to centre approval</li> <li>• ordering publications.</li> </ul>
<a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a>	Centre enquiries relating to: <ul style="list-style-type: none"> <li>• entries</li> <li>• results</li> <li>• invoices</li> <li>• examination materials.</li> </ul>
<a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a>	All enquiries relating to the Walled Garden, including: <ul style="list-style-type: none"> <li>• setting up an account</li> <li>• resetting passwords</li> <li>• technical queries and problems.</li> </ul>

## 3 Candidate entry and progression

### Candidate entry requirements

There are no formal entry requirements for candidates undertaking these qualifications. However, centres must ensure that candidates have the potential and opportunity to be successful in gaining their qualifications.

### Other legal considerations

Other legal considerations may apply to these qualifications. It is the responsibility of centres to ensure compliance with all local, regional and national legislation which may affect delivery of the qualifications, and to ensure that candidates are fully aware of any requirements.

### Progression

The International Award in Spectator Safety provides knowledge and practical skills related to the UK National Occupational Standards at level 2 and the City & Guilds level 2 NVQ in Spectator Safety (4833-49).

On completion of this qualification, candidates may progress into employment or to the following City & Guilds qualification:

- Level 3 International Award In Supervising Spectator Safety (6850-03).

The International Award in Supervising Spectator Safety provides knowledge and practical skills related to the UK National Occupational Standards at level 3 and the City & Guilds level 3 NVQ in Spectator Safety (4834-45).

- On completion of this qualification, candidates may progress into employment.

A full list of qualifications offered by City & Guilds is available on our website ([www.cityandguilds.com](http://www.cityandguilds.com)).

## 4 Centre requirements

### 4.1 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

This section provides an outline of the process of applying for approval.

Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CGI/CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, (previously known as **programme approval**). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Centre Guide – Delivering International Qualifications*, which is available from City & Guilds' international Branch Offices, the City & Guilds website or the International Customer Relations team in our London office.

In countries where City & Guilds has a Branch Office, support will be available for new centres. They will appoint an External Verifier. They will also provide details of fees applicable for approvals. The Branch Office will be the point of contact for all enquiries for these qualifications and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers.

In all other countries, centres wishing to apply for centre or qualification approval should contact the Customer Relations Team in our London office.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Further details of reasons for suspension and withdrawals, procedures and timescales, are contained in *Centre Guide – Delivering International Qualifications*.

## **4 Centre requirements**

### **4.2 Resource requirements**

#### **Physical resources**

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities. It is acceptable for centres to use specially designated areas within a centre for the practical units.

The centre would be expected to have the use of a stadium or arena, or relevant environment particular to the event in question. Typical stewarding equipment that centres would require would include notebooks, pens, radios, incident cards, personal protective equipment (PPE), keys, handbook and venue map/plan.

#### **Centre staff**

Centre staff must satisfy the requirements for occupational expertise for these qualifications. These requirements are as follows:

- Occupational experience within the industry as a spectator safety employee for at least two years after gaining a qualification

or

- A qualification above the level they are assessing

and

- A record of self development including assessment, verification, training.

#### **Continuing professional development (CPD)**

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, assessment and verification remains current, and takes account of any national or legislative developments.

## 4 Centre requirements

### 4.3 Registration and certification

#### Administration

Full details of City & Guilds' administrative procedures for these qualifications are provided in the *International Catalogue (CD-00-1112)*, and online to City & Guilds approved centres via the Walled Garden. This information includes:

- registration procedures
- enrolment numbers
- claiming certification.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualifications are subject to change.

- Centres should be aware of time constraints regarding the registration and certification periods for the qualifications, which are specified in the *International Catalogue*.

#### Results and certification

The administrative arrangements for registering and certificating are clearly outlined in the *Centre Guide – Delivering International Qualifications*.

After completion of assessment, all candidates will receive, via their centre, a **Notification of Candidate Results**, giving details of how they performed. It is not a certificate of achievement.

The Notification of Candidate Results and Certificates will be issued by City & Guilds to the centre for award to successful candidates. Any enquiries about results and certification must be conducted through the candidate's centre.

Centres will also receive a consolidated results list detailing the performance of all candidates they enter, whether they are successful or not.

Further information about the issue of results and certification for centres is available online at **[www.cityandguilds.com](http://www.cityandguilds.com)** or by contacting your nearest City & Guilds office.

#### Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualifications, as described in section 2.2.

## 4 Centre requirements

### 4.4 Quality assurance

For these qualifications international standards and rigorous quality assurance are maintained by use of:

- City & Guilds assignments/practical activities marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

City & Guilds' *Centre Guide – Delivering International Qualifications* contains detailed guidance on:

- regulations and procedures for internal and external quality assurance
- roles and responsibilities of quality assurance staff.

#### Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

In order to fully support candidates, centres are required to retain copies of candidates' assessment and internal verification records for **three** years after certification.

#### Tutors/Assessors

The role of the Tutor/Assessor is to:

- plan, manage, deliver and assess the qualification
- devise a suitable programme for delivery and assessment
- ensure that each candidate is aware of the assessment requirements throughout their programme of learning
- provide guidance and support to candidates on the assessment and evidence requirements for each unit
- ensure that the assessment and evidence requirements have been met by the candidate
- complete relevant records and pro formas.

#### Internal Verifiers

The role of the Internal Verifier (IV) is to liaise with City & Guilds and ensure that:

- there are adequate resources, both staff and materials
- each candidate undergoes an initial assessment and induction, leading to an agreed individual learning plan (ILP)/action plan
- the work of all personnel contributing to the delivery and assessment of the programme is sampled by a range of methods
- records of all sampling activities are monitored and maintained

- where several members of staff are involved in the delivery and assessment of the qualifications, there is a consistent interpretation of the requirements through standardisation activities and that these are documented
- all staff carrying out delivery and assessment are familiar with and understand the unit requirements
- an appropriate referral policy is in place
- candidate evidence is clearly organised and accessible to the External Verifier
- relevant records and pro formas are completed and maintained.

## **External quality assurance**

External Verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, External Verifiers/Moderators must have appropriate occupational and verifying knowledge and expertise. City & Guilds External Verifiers attend training and development designed to keep them up-to-date, to facilitate standardisation between verifiers and to share good practice.

## **External Verifiers**

The role of the External Verifier is to:

- make approval visits/recommendations (where necessary) to confirm that centres can satisfy the approval criteria
- help centres to develop internal assessment and evidence evaluation systems that are fair, reliable, accessible and non-discriminatory
- ensure that Internal Verifiers are undertaking their duties satisfactorily
- monitor internal quality assurance systems and sampling, including direct observation, assessment activities, methods and records
- approve centre devised model answers to knowledge questions
- sample knowledge answers, reports and evidence requirements
- check claims for certification to ensure they are authentic, valid and supported by auditable records
- act as a source of advice and support to centres, including help with interpretation of standards
- promote best practice
- provide prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems
- confirm that centres have implemented any corrective actions required
- report back to City & Guilds' head office or the relevant Branch Office
- maintain records of centre visits and make these available for auditing purposes.

## **5 Course design and delivery**

### **5.1 Initial assessment and induction**

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment will assist centres and tutors with the design and delivery of courses for both the theoretical and practical aspects of the course. It should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract/individual learning plan.

## 5 Course design and delivery

### 5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualifications.

It is recommended for the International Award in Spectator Safety, that the underpinning knowledge in Unit 201 is covered with candidates before they attempt to complete the practical skills. Similarly, for the International Award in Supervising Spectator Safety the recommendation is that the underpinning knowledge in Unit 301 is covered with candidates before they attempt the practical skills.

#### **Relationship to other qualifications and wider curriculum**

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course.

Areas that centres should consider are:

- language skills
- literacy skills
- numeracy skills
- ICT skills
- professional values and practice
- relevant cultural, social, local, moral and spiritual issues.

#### **Equal opportunities**

It is a requirement of centre approval that centres have an equal opportunities policy. Further information is provided in the *Centre Guide – Delivering International Qualifications*. City & Guilds' equal opportunities policy is also available to download from the City & Guilds website.

#### **Access to assessment**

City & Guilds provides guidance and regulations to facilitate fair access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to Assessment and Qualifications*, available on the City & Guilds website.

#### **Appeals**

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the Quality Assurance Co-ordinator and made available to the External Verifier or City & Guilds.

Further information on appeals is given in *Centre Guide – Delivering International Qualifications*. There is also appeals information for centres and learners on the City & Guilds website or available from the Customer Relations department.

## **5 Course design and delivery**

### **5.3 Health and safety, data protection, confidentiality and legal requirements**

#### **Health and safety**

Safe working practice is an integral part of all City & Guilds qualifications and assessments. It is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment the assessment must be stopped and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the External Verifier.

#### **Data protection and confidentiality**

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification. Detailed guidance is provided in *Centre Guide – Delivering International Qualifications*.

Centres offering these qualifications may need to provide City & Guilds with personal data for staff and candidates. In doing so, centres will need to comply with applicable local data protection laws and regulations.

## 6 Assessment

### 6.1 Summary of assessment requirements

For these qualifications, candidates will be required to complete the following assessments:

<b>Unit No.</b>	<b>Title</b>	<b>Assessment method</b>	<b>Where to obtain assessment materials</b>
201	Spectator safety stewarding	The assessment for this unit is included within the assignments for Unit 201.  City & Guilds devised assignment, internally marked, externally verified.	Assessment pack downloadable from the Centre resources section of the City & Guilds website.
301	Supervising spectator safety stewarding	The assessment for this unit is included within the assignments for Unit 301.  City & Guilds devised assignment, internally marked, externally verified.	Assessment pack downloadable from the Centre resources section of the City & Guilds website.

The *Assessment packs* for these qualifications are password protected. Passwords can be obtained by e-mailing [spectatorsafety@cityandguilds.com](mailto:spectatorsafety@cityandguilds.com) with details of your Centre Number and the name of your appointed External Verifier.

#### Grading and marking

Assessments will be graded Pass (P) or Fail (F).

Assignments are set by City & Guilds, marked and graded by the centre and externally verified by a City & Guilds External Verifier.

#### Simulation

The practical activities in this qualification may be assessed by simulation.

## 7 Units

### **Availability of units**

The units for these qualifications follow.

They may also be obtained from the centre resources section of the City & Guilds website.

### **Structure of units**

The units in these qualifications are written in a standard format and comprise the following:

- title
- unit reference
- rationale
- statement of guided learning hours
- assessment details
- learning outcomes in detail expressed as practical skills and/or underpinning knowledge
- range.

# International Award in Spectator Safety

### Rationale

This unit will provide candidates with an understanding of the main legislative requirements that relate to their role within the event stewarding and spectator safety sector. The unit will provide an understanding of the different roles that spectator safety stewards may be required to undertake, whilst stewarding an event and the different types of customer needs that they are likely to come across.

Candidates will develop an understanding of the reasons for stewarding spectator events, the different types of events and the likely stakeholders associated with these events.

This unit also covers the skills the candidates will need to demonstrate when working with other staff involved in the stewarding of spectators at events. The candidate will need to show they can clearly communicate with others, maintain the required standards of professional behaviour, provide consistent customer service, and the ability to review their own performance as a spectator safety steward.

This unit will provide candidates with an understanding of the preparation requirements necessary for a spectator event, including identifying and dealing with hazards and types of equipment that need checking prior to an event. Candidates will also develop an understanding of the registration procedures, reasons for wearing correct identification, and noting down of key information given at briefing meetings.

Candidates will apply their skills required in monitoring spectators in designated areas, controlling queues, removing unauthorised items, providing assistance to spectators as requested, identifying and taking appropriate action if crowd problems arise in order to enable the safe movement of spectators.

This unit also covers the skills required in handling potential conflict along with recognising potential situations. The candidate will apply their skills in assessing the risks, whilst maintaining own personal safety and show that they follow the correct procedures for dealing with and recording conflict situations.

### Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

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

### Guided learning hours

It is recommended that 60 guided learning hours should be allocated for this unit. This may be on a full time or part time basis.

## **Assessment and grading**

The outcomes for this unit will be assessed on the basis of evidence produced as a result of:

### **Practical activities**

These are listed under each outcome in the next section under the heading 'Practical skills'. The assessment takes the form of a set assignment of the candidate's involvement in a range of practical activities. The assignment will also sample the candidates underpinning knowledge to verify coverage of the unit.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

## Unit 201

201.1

## Spectator safety stewarding

Identify the roles of a spectator safety steward

### Underpinning knowledge

The candidate will be able to:

1. Describe the main **reasons** for providing spectator safety
2. Identify the key **stakeholders** in the events industry
3. List the main types of **events**
4. Identify the main **job roles** within spectator safety
5. State the basic employee **rights** and **responsibilities**
6. Identify different types of **customer needs**
7. Identify the main **legislation** that affects working as a safety steward
8. Outline opportunities to transfer to other sectors or industries.

### Range

#### Reasons

Crowd control, safety of venue, security of venue, safety of self and others, spectator experience, success of the event

#### Stakeholders

Locally, nationally, internationally, according to event: spectators, venue management, event organisers, officials/VIPs, emergency services, regulatory bodies

#### Events

Sport, music, festivals, tournaments, carnivals, exhibitions

#### Job roles

Stewards, chief stewards, supervisors, stadium manager/safety officers, deputy safety officer/stadium manager, national advisors, emergency services

#### Rights

Contract and terms of employment (job description, rate of pay, hours of work, uniform, personal protective equipment (PPE), disciplinary, sickness, benefits), safe working environment, equal opportunities

#### Responsibilities

To ensure safety of self and others, deal with emergencies, work within venue and contract requirements, monitor crowds, provide information, provide specialist care

#### Customer needs

Cultural, medical conditions, physical disabilities, VIPs (politicians, royalty), press

#### Legislation

Local, national, international, health and safety legislation, employment legislation

### **Practical skills**

The candidate will be able to:

1. Communicate clearly with **others**
2. Work effectively with **others**
3. Maintain standards of professional behaviour
4. Provide **consistent** and reliable **customer service**
5. Reflect on own performance.

### **Underpinning knowledge**

The candidate will be able to:

1. Describe **methods of communication**
2. State the **importance of communicating clearly**
3. Describe the **benefits** of effective team work
4. Outline **factors** that contribute to good working relationships
5. Outline **standards for appearance and behaviour**
6. State the **procedures for reporting disputes** within a team
7. State the **reasons for team briefings**
8. Describe **situations** when it is necessary to request **assistance** from colleagues
9. State the importance of providing **consistent** and reliable customer service
10. State the **procedures for handling customer complaints**
11. Describe how to **improve own performance**.

### **Range**

#### **Others**

Colleagues, stakeholders, spectators

#### **Consistent**

To the same standard all the time, not affected by personal issues, to event/venue standards, location within event/venue

#### **Customer service**

Information giving, face to face, reporting to management

#### **Methods of communication**

Verbal (spoken, clarity, pitch, tone, language, non-jargon), non-verbal (body language, written, feedback, signage, listening)

#### **Importance of communicating clearly**

Ensure requests dealt with effectively, ensure correct information provided, ensure consistency of information, ensure safety of people at event

#### **Benefits**

Event objectives met, positive image, safe working, team spirit, job satisfaction, motivation, provision of feedback

**Factors**

Leadership, trust, honesty, clearly defined roles, lines of communication, shared aims / objectives

**Standards for appearance and behaviour**

Appearance: dressing appropriately to the job role, personal grooming

Behaviour: conduct, attitude, initiative, standards, time management, punctuality, dependability, self control, respect for others

**Procedures for reporting disputes**

Identify potential dispute, report to appropriate personnel

**Reasons for team briefings**

Briefing, de-briefing, delegation of roles, information sharing, event specific information, health and safety, staff discussions, training

**Situations**

Accidents, emergencies, injury, illness, dangerous occurrences, incidents, crowd problems, ticketing/seating issues, when not feeling confident, security issues, beyond levels of own responsibility

**Assistance**

Refer to: colleagues, supervisor, control room, emergency services

**Procedures for handling customer complaints**

Listen attentively, acknowledge complaint, deal within own limits of authority, refer as necessary

**Improve own performance**

Feedback, training, personal meetings with manager (1-to-1), reflection, identify areas for self-development

## Unit 201

201.3

## Spectator safety stewarding

Assist with the preparation for spectator events

### Practical skills

The candidate will be able to:

1. Follow **registration procedures**
2. Attend pre-event briefings
3. Note necessary information given at pre-event briefings
4. Identify **hazards** in designated **areas**
5. Take appropriate action for any identified **hazard**.

### Underpinning knowledge

The candidate will be able to:

1. Identify **registration procedures**
2. State the importance of receiving and returning passes/identification and other allocated **resources**
3. State the importance of wearing the correct identification
4. State the **consequences of not listening** to pre-event briefings
5. Identify **key information** provided at pre-event briefings
6. List **types of equipment** that require checking
7. Describe the importance of pre-event checks
8. List the main types of **hazards**
9. State **procedures for dealing with identified hazards**.

### Range

#### Registration procedures

Arrive on time, collect passes/identification and other allocated resources

#### Hazards

*Something that may cause harm:*

Venue: blocked exits, defective signage, slippery surfaces

Crowd: density, security, trips

Security: fire, litter, suspect packages

Equipment: defective lighting, broken seats, faulty emergency equipment

#### Areas

Confined areas, open areas, public areas, non-public areas

#### Resources

Notebooks, pens, radios, incident cards, personal protective equipment (PPE), keys, handbook, venue map

#### Consequences of not listening

Collect wrong information, carry out wrong tasks, put self and others at risk

## **Unit 201**

201.3

## **Spectator safety stewarding**

Assist with the preparation for spectator events (continued)

### **Key information**

Equipment required, emergency procedures, relevant code words, assembly points, lines of reporting, specific intelligence

### **Types of equipment**

Fire extinguishers, fire alarm points, smoke alarms, emergency phones, first aid, evacuation chairs, signs, notices, radios, specific equipment relevant to event, fire doors, external doors

### **Procedures for dealing with identified hazards**

Deal with hazards within own limits of responsibility, reporting hazards to others

### **Practical skills**

The candidate will be able to:

1. Monitor designated area as allocated
2. Maintain standards of professional behaviour
3. **Communicate** with spectators in a clear, polite and friendly manner
4. Search spectators as directed
5. Follow correct procedures for removing any identified unauthorised items
6. Assist with the controlling of queues as directed
7. Follow procedures for entry and refusal of entry
8. Monitor the movement of spectators
9. Provide assistance to spectators as requested
10. Identify potential **crowd problems**
11. Take appropriate action for any identified **crowd problems**
12. Request assistance if required
13. Follow emergency procedures
14. Complete post event safety and security checks
15. Attend event/venue de-brief.

### **Underpinning knowledge**

The candidate will be able to:

1. State the importance of monitoring designated areas
2. Describe how to **communicate** with spectators
3. Outline the **methods of carrying out personal searches**
4. State the **reasons for same sex searches**
5. Identify **problems that may occur when carrying out searches**
6. List types of **unauthorised items**
7. Outline the **reasons for controlling queues**
8. Give **reasons for refusing entry to spectators**
9. Outline **methods of monitoring spectators**
10. List **key signals** for changes in crowd conditions
11. Describe **key information that spectators may request**
12. List **information which should not be provided** to spectators
13. List potential **crowd problems**
14. State **procedures for dealing with crowd problems**
15. List **types of emergencies**
16. State the **importance of post event checks**
17. State the **importance of post event de-brief.**

### **Range**

#### **Communicate**

Verbally (spoken, clarity, pitch, tone, language, non-jargon), non-verbally (body language, written, feedback, signage, listening)

## Unit 201

201.4

## Spectator safety stewarding

Enable the movement of spectators  
(continued)

### **Crowd problems**

Unexpected crowd movements, local overcrowding, over capacity, distress, separation of individuals and groups, unsociable behaviour, unlawful behaviour, entry into restricted areas

### **Methods of carrying out personal searches**

Self search techniques, pat down search, rub down search, searching using detecting systems

### **Reasons for same sex searches**

Personal safety, religious beliefs, cultural

### **Problems that may occur when carrying out searches**

People being uncooperative due to removal of unauthorised items or disposal of unauthorised items, not taking necessary precautions to protect self, customer specific

### **Unauthorised items**

Items that could be used as weapons, alcohol, drugs, offensive flags/banners, items prohibited by the venue/event

### **Reasons for controlling queues**

Quicker access to venue/event, improved customer service, avoiding potential safety issues, safe exit and entry, avoid potential conflict

### **Reasons for refusing entry to spectators**

Intoxication, incorrect tickets, abusive language/behaviour, possession of unauthorised items, venue specific restrictions, specific intelligence, banning orders

### **Methods of monitoring spectators**

Observe, listen

### **Key signals**

Density, overcrowding, dynamics, distress, build up of queues, sudden crowd surges, overcrowding, weather conditions, sudden noise levels

### **Key information that spectators may request**

Location of main facilities, instructions provided by event/venue, directions, timings, first aid points

### **Information which should not be provided**

Security codes, access codes, contingency plans, police intelligence, personal information

### **Procedures for dealing with crowd problems**

Removing people and objects, remain observing the crowd, assist with containing the crowd, being visible to the crowd, reassuring, referring to supervisor

### **Types of emergencies**

Adverse weather conditions, fire, security alerts, evacuation, power failure, loss of lighting, public disorder, structural failure, medical emergency

**Unit 201**  
201.4

**Spectator safety stewarding**  
Enable the movement of spectators  
(continued)

**Importance of post event checks**

Exit of all spectators, damaged or missing equipment identified, lock down of specific areas, suspect items identified, lost property

**Importance of post event de-brief**

Feedback on the event arrangements, completion of incident records, confirmation of next event, feedback on performance, return of equipment

### **Practical skills**

The candidate will be able to:

1. Identify potential **conflict situations**
2. Assess risks to self and others
3. Follow agreed procedures for dealing with **conflict situations**
4. Maintain own personal safety
5. Communicate in a manner that minimises **conflict**
6. Record and report information as necessary.

### **Underpinning knowledge**

The candidate will be able to:

1. List the types of **conflict** situations that may arise
2. State the **factors to consider when assessing a potential conflict situation**
3. State the **factors to consider when assessing people** involved in the **conflict situation**
4. List **appropriate actions** to take following risk assessments
5. Outline **effective methods** of dealing with **conflict situations**
6. State **ways of communicating** when dealing with **conflict situations**
7. Identify **conflict situations** which should be recorded.

### **Range**

#### **Conflict situations**

Venue specific, disorder

#### **Conflict**

Situations which may lead to unlawful or unsociable behaviour

#### **Factors to consider when assessing a potential conflict situation**

Safety of self, safety of others, location, people, objects

#### **Factors to consider when assessing people**

Cooperative, uncooperative, alcohol, drugs, emotions, language barriers, people with particular needs, noise, culture, other spectators, potential participants

#### **Appropriate actions**

Maintain observation, give advice, consider referring, call for assistance, record

#### **Effective methods**

Defuse and calm situations, not to incite, maintain personal safety, ensure visibility, allow adequate time to respond, communicate in appropriate manner, maintain exit routes, ensure exit strategy is the same for all parties

#### **Ways of communicating**

Using appropriate body language, active listening, sharing empathy, sensitive questioning, use of location

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# **International Award in Supervising Spectator Safety**

### Rationale

This unit will provide candidates with an understanding of the main legislative requirements that relate to their role within the event stewarding and spectator safety sector and the required safe working practices. The unit will provide an understanding of the different roles and responsibilities of spectator safety supervisors.

Candidates will develop an understanding of the different types of events and the role of the stakeholders associated with these events, along with the reasons for ensuring the safety of spectators at events. This unit also covers what the candidate needs to know in relation to employer and employee rights and responsibilities and the different types of customer needs that they are likely to come across as part of their spectator supervision duties with the industry.

This unit covers the skills the candidates will need to demonstrate in the effective management of resources, clear and effective communications, including team meetings, whilst maintaining the required standards of professional behaviour. Other skills required in this unit cover those related to providing a consistent customer service, handling disputes within the team, as well as the ability to review their own and the teams' performance in stewarding the event.

This unit will provide candidates with an understanding of the preparation requirements necessary for a spectator event, including the key information that needs to be given at the pre-event briefing of the team, planning the stewarding of the designated area, and how to organise the checking of this area. Candidates will also develop an understanding of the registration procedures and noting down of key information given at the supervisor's pre-event briefing meeting.

Candidates will apply their skills required in leading the pre-event briefing of their designated area, as well as ensuring the area is checked and any identified hazards are recorded and dealt with in line with requirements. Candidates demonstrate that they know and can follow safe working practices in monitoring the team of stewards in designated area, ensuring correct procedures are followed when searching for, or removing unauthorised items and manage the control of queues. They will also need to provide assistance to spectators as requested, identify, assess and instruct stewards to take appropriate action if crowd problems arise, and request when appropriate, assistance to deal effectively with the situation. Candidates will demonstrate the maintenance of accurate records relating to any incidents. At the end of the event the candidate will be able to organise a venue check and complete a de-briefing with the team of stewards.

### Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

- 301.1 Describe the safety requirements for events
- 301.2 Develop effective working relationships
- 301.3 Prepare for spectator events
- 301.4 Control the movement of spectators
- 301.5 Manage potential conflicts

**Guided learning hours**

It is recommended that 90 guided learning hours should be allocated for this unit. This may be on a full time or part time basis.

**Assessment and grading**

The outcomes for this unit will be assessed on the basis of evidence produced as a result of:

**Practical activities**

These are listed under each outcome in the next section under the heading 'Practical skills'. The assessment takes the form of a set assignment of the candidate's involvement in a range of practical activities. The assignment will also sample the candidates underpinning knowledge to verify coverage of the unit.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

### **Underpinning knowledge**

The candidate will be able to:

1. Explain the main **reasons** for providing spectator safety
2. Outline **safe working practices**
3. Describe the **role of key stakeholders** in the events industry
4. Describe the **expectations of key stakeholders** in the events industry
5. List the main types of **events**
6. Describe the main **job roles and responsibilities within spectator safety**
7. Describe the **employers' rights and responsibilities**
8. Identify different types of **customer needs**
9. Describe **employee rights and responsibilities**
10. Outline the main **legislation** that affects working as a safety steward
11. Outline opportunities to transfer to other sectors or industries.

### **Range**

#### **Reasons**

Crowd control, safety of venue, security of venue, safety of self and others, spectator experience, success of the event, legal, financial

#### **Safe working practices**

Meet requirements of national, international and local legislation, follow organisation policy and procedures, codes of practice, regular training, hazards and accidents reported, fire drill and emergency procedures, standard operating procedures, protection of self, safe use of equipment, risk assessments conducted, control measures communicated, effective teamwork, emergency action plans

#### **Role of key stakeholders**

Locally, nationally, internationally, according to event

Spectators: support for the event, provide source of income

Venue management: provide safe venue, well maintained facilities, operational staff, venue plans, lines of communication, contingency and emergency venue plans

Event organisers: pre event planning, logistics, well informed staff, lines of communication, event specific information, event contingency plan

Officials/VIPs: support for the event, event profile, safety

Emergency services: provide backup facilities/expertise to support safety management, respond as required

Regulatory bodies: oversee policy and procedures for events and event organisers, licensing if required

## Unit 301

301.1

## Supervising spectator safety stewarding

Describe the safety requirements for events  
(continued)

### Expectations of key stakeholders

Locally, nationally, internationally, according to event

Spectators: safety, enjoyment, value for money, high level of customer service, knowledgeable staff

Venue management: venue safety, well organised staff, efficiency, planning and communications, contingency/emergency planning

Event organisers: event safety, well organised staff, efficiency, planning and communications, contingency/emergency planning, facilities available

Officials/VIPs: safety, lines of communication, contingency planning, facilities available

Emergency services: safety, lines of communication, contingency/emergency planning, standard operating procedures, facilities available

Regulatory bodies: safety procedures, contingency/emergency planning, standard operating procedures

### Events

Sport, music, festivals, tournaments, carnivals, exhibitions

### Job roles and responsibilities within spectator safety

Stewards: ensure safety of self and others, work within venue and contract requirements, attend briefings, monitor designated areas, assist in case of emergencies, report incidents

Supervisors: staff management, line management, preparing reports, sharing information, briefings, communications, staff development, allocation of duties, accountability for health and safety

Stadium manager/safety officers: ensure safety of spectators, liaise with emergency services, provide briefings, training and development, liaise with relevant organisations, monitor performance, carry out safety checks, manage budget

National advisers: make international visits, meet other stadium managers, share information on safety abroad, statutory role in regulation, oversee safety management at event

Emergency services: provide emergency services, advise on safety at event

### Employers' rights and responsibilities

Rights: to expect that employees fulfil their duties as specified by contract and legislation

Responsibilities: ensure safety of all at event, comply with regulations, treat staff fairly and equitably, respect employee rights, provide support and training, provide instruction, supervision and information

### Customer needs

Cultural, medical conditions, physical disabilities, VIP, politicians, royalty, press

### Employee rights and responsibilities

Rights: contract and terms of employment (job description, rate of pay, hours of work), uniform, personal protective equipment, provide employer policies (disciplinary, sickness, benefits), safe working environment, equal opportunities

Responsibilities: to ensure safety of self and others, work within venue and contract requirements

### Legislation

Local, national, international, health and safety legislation, employment legislation

### **Practical skills**

The candidate will be able to:

1. Communicate effectively with **others**
2. Establish productive working relationships
3. Manage **resources** effectively
4. Maintain standards of professional behaviour
5. Ensure **consistent** and reliable **customer service** in designated area
6. Hold effective team meetings
7. Follow **procedures for handling disputes** within a team
8. Reflect on own and team performance.

### **Underpinning knowledge**

The candidate will be able to:

1. Describe **methods of communication**
2. Explain the **importance of communicating effectively**
3. Describe the **benefits** of effective team work
4. State the **consequences** of ineffective team work
5. Describe **factors** that contribute to good working relationships
6. Outline **standards for appearance and behaviour**
7. Describe **procedures for handling disputes** within a team
8. Describe **effective methods** of sharing information with a team
9. Describe **situations** when it is necessary to request assistance from others
10. Explain the importance of providing **consistent** and reliable customer service
11. State the **procedures for handling customer complaints**
12. Describe how to **improve own and team performance**.

### **Range**

#### **Others**

Colleagues, stakeholders, spectators

#### **Resources**

Staff, physical

#### **Consistent**

To the same standard all the time, not affected by personal issues, to event/venue standards, location within event/venue

#### **Customer service**

Information giving, face to face, reporting to management

#### **Procedures for handling disputes**

Identify potential disputes, acknowledge disputes, active listening, respect confidentiality, report to appropriate personnel, resolve disputes, communicate result, monitor and record

## Unit 301

301.2

## Supervising spectator safety stewarding

Develop effective working relationships  
(continued)

### Methods of communication

Verbal: spoken, clarity, pitch, tone, language, non-jargon, team meetings, briefings, radio announcements

Non-verbal: body language, written, feedback, signage, listening

### Importance of communicating clearly

Ensure requests dealt with effectively, ensure correct information provided, ensure consistency of information, ensure safety of people at event

### Benefits

Event objectives met, positive image, safe working, team spirit, job satisfaction, motivation, provision of feedback

### Consequences

Event objectives not met, poor image, dangerous working conditions, unsafe working, low morale, high staff turnover, complaints, job dissatisfaction, lack of repeat business

### Factors

Leadership, trust, honesty, clearly defined roles, lines of communication, shared aims and objectives, fairness, consistency

### Standards for appearance and behaviour

Appearance: dressing appropriately to the job role, personal grooming

Behaviour: conduct, attitude, initiative, standards, time management, punctuality, dependability, self control, respect for others

### Effective methods

Briefing, de-briefing, team meetings, personal meetings (1-to-1), written instructions, radio communications

### Situations

Accidents, emergencies, injury, illness, dangerous occurrences, incidents, crowd problems, ticketing/seating issues, when not feeling confident, security issues, beyond levels of own responsibility

### Procedures for handling customer complaints

Listen attentively, acknowledge complaint, deal within own limits of authority, refer as necessary

### Improve own and team performance

Feedback, training, personal meetings with staff (1-to-1), personal meetings with manager (1-to-1), reflection, identify areas for self-development

### **Practical skills**

The candidate will be able to:

1. Follow **registration procedures**
2. Attend supervisors' pre-event briefing
3. Note necessary information given at pre-event briefings
4. Plan for the stewarding of the designated area
5. Lead pre-event briefing for designated area
6. Ensure designated area is checked for **hazards**
7. Take appropriate action for any identified **hazards**
8. Complete all necessary **documentation**
9. Inform event/venue management of the outcome of pre-event activity.

### **Underpinning knowledge**

The candidate will be able to:

1. State **registration procedures**
2. Explain the **importance of the supervisors' pre-event briefing**
3. Describe the **key information provided at the supervisors' pre-event briefing**
4. Describe **factors to consider when preparing** for stewarding of designated area
5. Explain the **importance of the stewards' pre-event briefing**
6. Describe the **key information provided at the stewards' pre-event briefing**
7. Describe **factors which contribute to effective team meetings**
8. Describe how to organise the checking of the designated **area**
9. Describe **what needs to be checked** in the designated **area**
10. Explain the **difference between hazards and risks**
11. Describe the main types of **hazards**
12. Describe the **procedures for controlling identified hazards**.

### **Range**

#### **Registration procedures**

Arrive on time, collect passes/identification and other allocated resources

#### **Hazards**

Something that may cause harm, spillages, blocked exits, defective signage, defective lighting, broken seats, litter, trips, safety, security, fire, hygiene, faulty emergency equipment, suspect package

#### **Documentation**

Event/venue specific, local/national

#### **Importance of the supervisors' pre-event briefing**

Critical information for designated area, consistency for the team approach, consistency of communications, confirm levels of authority, reporting lines

## Unit 301

301.3

## Supervising spectator safety stewarding

Prepare for spectator events (continued)

### **Key information provided at the supervisors' pre-event briefing**

Arrangements for the event, key stewarding tasks, number of stewards in team, emergency procedures, relevant code words, assembly points, lines of reporting, specific intelligence

### **Factors to consider when preparing**

Number of stewards available, competence of stewards, allocation of duties/responsibilities, information to provide to stewards, method of communications, type of activity in designated area, programme for the event, venue/event rules, emergency procedures, weather, check of venue, contingency planning, physical resources, prepare written briefing sheets

### **Importance of the stewards' pre-event briefing**

Share information on the event, specific information on designated area, health and safety issues, consistency of communications, to confirm levels of authority, reporting lines, re-enforcement of critical information, consistency of stewards' appearance, to enable discussions

### **Key information provided at the stewards' pre-event briefing**

Equipment required, emergency procedures, relevant code words, assembly points, lines of reporting, specific intelligence

### **Factors which contribute to effective team meetings**

Preparation, appropriate environment, sharing of information, checking understanding, enabling discussions, clear instructions, summing up, use of effective communication methods

### **Area**

Confined areas, open areas, public areas, non-public areas

### **What needs to be checked**

Fire extinguishers, fire alarm points, smoke alarms, emergency phones, first aid, evacuation chairs, signs, notices, radios, specific equipment relevant to event, exit doors, access routes, seating

### **Difference between hazards and risks**

Hazard: Something with potential to cause harm

Risk: The likelihood of the hazard causing harm

### **Procedures for controlling identified hazards**

Deal with hazard, communicating control of hazard to others, report control methods of hazard to others

**Practical skills**

The candidate will be able to:

1. Monitor designated area
2. Monitor team of stewards in designated area
3. Maintain own and team **standards** of professional behaviour
4. **Communicate with others** in a clear, polite and friendly manner
5. Ensure spectators are searched according to event/venue procedures
6. Follow correct procedures for removing any identified unauthorised items
7. Manage the control of queues
8. Follow procedures for entry and refusal of entry
9. Monitor the movement of spectators
10. Provide **assistance** to spectators as requested
11. Identify potential **crowd problems**
12. Assess potential **crowd problems**
13. Instruct stewards to take appropriate action for any identified **crowd problems**
14. Request **assistance** if required
15. Follow emergency procedures
16. Maintain accurate records of action taken for identified **crowd problems**
17. Follow emergency procedures
18. Organise end of event/venue check
19. Lead stewards' de-briefing.

**Underpinning knowledge**

The candidate will be able to:

1. Explain the importance of monitoring stewards and designated areas
2. Explain the **consequences of not monitoring stewards and designated areas**
3. Describe the **methods of carrying out personal searches**
4. Explain the **reasons for same sex searches**
5. Identify **problems that may occur when carrying out searches**
6. List types of **unauthorised items**
7. Outline the **reasons for controlling queues**
8. Explain the **consequences of failing to control queues**
9. Describe **reasons for refusing entry to spectators**
10. Outline **methods of monitoring spectators**
11. Describe **key information** that spectators may request
12. List **information which should not be provided** to spectators or stewards
13. Describe **key signals** for changes in crowd conditions
14. List potential **crowd problems**
15. Describe **procedures for dealing with crowd problems**
16. List **types of emergencies**
17. Explain **how information should be evaluated**
18. Explain the **importance of post event checks**
19. Explain the **importance of post event de-brief.**

## Unit 301

301.4

## Supervising spectator safety stewarding

Control the movement of spectators  
(continued)

### Range

#### Standards

Appearance: dressing appropriately to the job role, personal grooming

Behaviour: conduct, attitude, initiative, standards, time management, punctuality, dependability, self control, respect for others, safe working practices

#### Communicate with others

Verbally (spoken, clarity, pitch, tone, language, non-jargon), non-verbally (body language, written, feedback, signage, listening)

#### Assistance

Refer to: colleagues, supervisor, control room, emergency services

#### Crowd problems

Unexpected crowd movements, local overcrowding, over capacity, distress, separation of individuals and groups, unsociable behaviour, unlawful behaviour, entry into restricted areas

#### Consequences of not monitoring stewards and designated areas

Disciplinary action taken against supervisor, damage to venue, equipment, injury to people, closure of venue, negative publicity for event or venue, negative spectator experience, loss of revenue, public disorder, loss of control, conflict

#### Methods of carrying out personal searches

Self search techniques, pat down search, rub down search, searching using detecting systems

#### Reasons for same sex searches

Personal safety, religious beliefs, cultural

#### Problems that may occur when carrying out searches

People being uncooperative due to removal of unauthorised items or disposal of unauthorised items, not taking necessary precautions to protect self, customer specific, incorrect search taking place by steward

#### Unauthorised items

Items that could be used as weapons, alcohol, drugs, offensive flags/ banners, items prohibited by the venue/event

#### Reasons for controlling queues

Quicker access to venue/event, improved customer service, avoiding potential safety issues, safe exit and entry, avoid potential conflict

#### Consequences of failing to control queues

Possible safety issues, conflict, delays in entry/egress, injury, damage to venue

#### Reasons for refusing entry to spectators

Intoxication, incorrect tickets, abusive language/behaviour, possession of unauthorised items, venue specific restrictions, specific intelligence, banning orders

## Unit 301

301. 4

## Supervising spectator safety stewarding

Control the movement of spectators  
(continued)

### Methods of monitoring spectators

Observe, listen

### Key information

Location of main facilities, instructions provided by event/venue, directions, timings, first aid points

### Information which should not be provided

Security codes, access codes, contingency plans, police intelligence, personal information, on a need to know basis

### Key signals

Density, dynamics, distress, build up of queues, sudden crowd surges, overcrowding, weather conditions, sudden noise levels, additional information specific to that area

### Procedures for dealing with crowd problems

Removing people and objects, remain observing the crowd, assist with containing the crowd, being visible to the crowd, reassuring, refer within lines of communication, monitor stewards dealing with crowd problems

### Types of emergencies

Adverse weather conditions, fire, security alerts, evacuation, power failure, loss of lighting, disorder, structural failure, medical emergency

### How information should be evaluated

Risk assess, analyse, prioritise, take action (monitor, report, refer), record

### Importance of post event checks

Exit of all spectators, damaged or missing equipment identified, lock down of specific areas, suspect items identified, lost property

### Importance of post event de-brief

Feedback on the event arrangements, completion of incident records, confirmation of next event, feedback on performance, return of equipment

### **Practical skills**

The candidate will be able to:

1. Identify potential **conflict** situations
2. Assess risks to self and others
3. Maintain own and others personal safety
4. Communicate in a manner that minimises **conflict**
5. Follow agreed procedures for dealing with **conflict** situations
6. Review incidents with steward(s)
7. Record and report information as necessary.

### **Underpinning knowledge**

The candidate will be able to:

1. List the types of **conflict** situations that may arise
2. State the **factors to consider when assessing a potential conflict situation**
3. State the **factors to consider when assessing people** involved in the conflict situation
4. List **appropriate actions** to take following risk assessments
5. Outline **effective methods** of dealing with conflict situations
6. State **ways of communicating** when dealing with conflict situations
7. Explain **methods of evaluating** the handling of conflict situations
8. State the **purpose of evaluating** the handling of conflict situations
9. State the **importance of keeping an accurate record** of conflict situations.

### **Range**

#### **Conflict**

Situations which may lead to unlawful or unsociable behaviour

#### **Factors to consider when assessing a potential conflict situation**

Safety of self, safety of others, location, people, objects

#### **Factors to consider when assessing people**

Cooperative, uncooperative, alcohol, drugs, emotions, language barriers, people with particular needs, noise, culture, other spectators, potential participants

#### **Appropriate actions**

Call for assistance, evaluate options, maintain observation, give advice, consider referring, offer stewards appropriate support, respond

#### **Effective methods**

Defuse and calm situations, not to incite, maintain personal safety, ensure visibility, allow adequate time to respond, communicate in appropriate manner, maintain exit routes, ensure exit strategy is the same for all parties

**Unit 301**  
301.5

**Supervising spectator safety stewarding**  
Manage potential conflicts (continued)

**Ways of communicating**

Using appropriate body language, active listening, sharing empathy, sensitive questioning, use of location

**Methods of evaluating**

Steward involved in incident, team, line management, event organiser, venue manager

**Purpose of evaluating**

Welfare of staff, welfare of spectators, contribute to the review of policy/procedure, reviewing the outcome of the situation, feedback for future events, identifying additional training needs for staff, to develop stewards knowledge

**Importance of keeping an accurate record**

Information in case of legal action, information for event/venue in case of complaint, clear and transparent audit trail, best practice, aide-memoire for statement, feedback for future events

## Appendix 1 Resources

<http://www.fsoa.org.uk>

### **Football Safety Officers Association (FSOA)**

The FSOA aims to improve safety at football grounds, promulgate best practice, enhance the role of stewards and develop safety officers' expertise.

The FSOA represents football clubs from England and Wales however is also seeking to expand its membership abroad.

FSOA has recognised the International Awards in Spectator Safety.

<http://www.flaweb.org.uk>

### **Football Licensing Authority (FLA)**

Independent public body set up under the Football Spectators Act (1989).

Its key aim is to ensure that all spectators regardless of age, gender, ethnic origin, disability, or the team that they support are able to attend sports grounds in safety, comfort and security.

<http://www.fifa.com>

### **FIFA**

<http://www.iaam.org>

### **International Association of Assembly Managers (IAAM)**

The IAAM is an organisation committed to the professional operation of a range of amphitheatres, arenas, auditoriums, convention centres, race tracks and stadiums.

<http://www.vma.org.au>

### **Venue Management Association (VMA)**

The VMA is an organisation committed to provide education and training opportunities for the venue management industry.

<http://www.skillsactive.com>

### **SkillsActive**

Sector Skills Council for Active Leisure and Learning in the United Kingdom.

<http://www.culture.gov.uk>

### **Department for Culture, Media and Sport (DCMS)**

DCMS aims to improve the quality of life for all through cultural and sporting activities, to support the pursuit of excellence and to champion the tourism, creative and leisure industries.

## Appendix 2      Key words and terms

The following key words and terms are used in the units.

<b>Term</b>	<b>Definition</b>
<b>Appearance</b>	this includes wearing the correct clothes, presenting a professional image and having the correct identification
<b>Assess</b>	gathering all the necessary information and identifying a solution for example, if there is a crowd problem
<b>Body language</b>	communication using body movement or gestures such as facial expressions, the way you stand, hold or use your arms, use gestures etc
<b>Casualty</b>	the person who has suffered the injury or illness
<b>Colleagues</b>	the people you work with – people working at the same level as yourself or your supervisors/manager(s)
<b>Communications (resources)</b>	this could be notebooks for recording incidents, or communications equipment such as radios, if appropriate
<b>Conflict</b>	situations in which people are disagreeing strongly which may lead to violence or other forms of unlawful or unsociable behaviour
<b>Detention</b>	holding someone against their will
<b>Designated area</b>	the area you are responsible for
<b>Emergency</b>	any situation that immediately threatens the health and safety of spectators, staff or yourself, for example fires, accidents (injuries or illness), bomb threats etc
<b>Emergency services</b>	usually the ambulance service, fire service or police
<b>Egress</b>	exit route(s) from the facility
<b>Event</b>	this could be any type of public event, for example sporting, concert, or other types of performances
<b>Hazards</b>	something that may cause harm
<b>Hygiene hazards</b>	for example, food being stored or not disposed of correctly, toilet facilities out of order, urinating in undesignated areas
<b>Impartially</b>	not favouring or discriminating against any particular group or personal characteristic
<b>Line manager</b>	the supervisor or manager to whom you report
<b>Missing persons</b>	for example, family, friends or children going missing during events
<b>Monitor</b>	keep a careful eye on the designated area, behaviour of the crowd/individuals

<b>Organisation's policies and procedures</b>	what your organisation says its staff should and should not do in certain situations
<b>Personal space</b>	the amount of space around a person that they feel comfortable with; getting closer to someone than they feel comfortable with will invade their personal space and make them feel uncomfortable
<b>Physical hazards</b>	something that may cause harm, for example spillages, blocked exits, defective signage or lighting
<b>Relevant guidance documents</b>	paperwork or documentation that provides particular guidance for safety at events . An example is the 'Green Guide' in the UK
<b>Reasonable force</b>	the law generally allows a person to use such force as is reasonable in the circumstances for the purposes of self-defence. Similar rules apply to defence of someone else or defending property from an unlawful act. However, there is no easy definition of what force is reasonable
<b>Resources</b>	the things you need to do your job effectively
<b>Risks</b>	the likelihood of a hazard actually causing harm and the seriousness of this (likelihood vs. severity)
<b>Sensitive questioning</b>	asking questions in a way that is not going to make the situation worse, for example by being polite and by phrasing questions in a way that is not going to upset someone further
<b>Suspect items</b>	for example, bags or packages
<b>Tactically sound</b>	likely to safely achieve your aims
<b>Team discussions</b>	these will usually be team meetings but could include more informal discussions with team members and line managers
<b>Training and development</b>	this could involve on a course, but would also include watching other members of staff doing things that are new to you, receiving instructions from other members of staff on new things you have to do and having the opportunity to practise new skills
<b>Unlawful behaviour</b>	this would include racism, threatening behaviour, violence and other types of behaviour that is against the law
<b>Unlawful items</b>	for example, offensive weapons, drugs, items that can potentially be used as weapons
<b>Unsocial behaviour</b>	for example, swearing or other types of abusive behaviour, aggression or threatening behaviour
<b>Venue</b>	the place where the event takes place
<b>With particular needs</b>	this would include for example, partially sighted people, wheelchair bound people, older people, children etc

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