

# Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)

Qualification handbook  
500/5659/1

[www.cityandguilds.com](http://www.cityandguilds.com)  
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# **Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)**

## **Qualification handbook**



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# 1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification.  
For a single qualification, use the table below:

<b>Qualification title and level</b>	Level 2 Award in Understanding Stewarding at Spectator Events
<b>City &amp; Guilds qualification number</b>	6851-02
<b>Ofqual accreditation number</b>	500/5659/1
<b>Last registration date</b>	31/12/2010
<b>Last certification date</b>	31/12/2012

The Level 2 Award in Understanding Stewarding at Spectator Events (6851-02) aims to:

- meet the needs of candidates who work or want to work as a steward in the Active Leisure and Learning sector. This may include any event from sports (ie football, rugby, cricket, motorsport, horseracing) to music festivals, rock and pop concerts, parades or carnivals
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the spectator safety industry
- contribute to the knowledge and understanding towards the related Level 2 NVQ in Spectator Safety
- serve as part of a technical certificate in the Active Leisure and Learning Apprenticeship Framework
- provide valuable accreditation of skills and/or knowledge for candidates, without requiring or proving occupational competence
- satisfy section 4.8 a) of the current Guide to Safety at Sports Grounds (Green Guide) Edition 5.

Specialist Learning (SL) offers young people the opportunity to study a particular topic in more depth or broaden their studies through complementary learning. This qualification is currently awaiting approval as SL from SkillsActive and OfQual for the Diploma in Sport and Active Leisure. For further information please contact [sport@cityandguilds.com](mailto:sport@cityandguilds.com)

## 1.1 Qualification structure

To achieve the Level 2 Award in Understanding Stewarding at Spectator Events (6851-02), learners must achieve **5 credits** from the **four mandatory** units.

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required combination of units and/or credits.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
Y/501/8958	201	How stewards prepare for spectator events	Mandatory	1
L/501/8956	202	How stewards control the entry, exit and movement of spectators at events	Mandatory	2
D/501/8959	203	How to respond to injuries, illnesses and other emergencies in active leisure and learning	Mandatory	1
R/501/8957	204	How stewards monitor crowds and deal with potential crowd problems	Mandatory	1

## 1.2 Opportunities for progression

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

- Level 2 NVQ in Spectator Safety

## 1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for this qualification:

Description	How to access
Assessment Pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> (stock code EN-02-6851)
Fast-track approval forms	<a href="http://www.cityandguilds.com/sport">www.cityandguilds.com/sport</a>

## 2 Centre requirements

This section outlines the approval processes for centres to offer this qualification and any resources that centres will need in place to offer the qualifications including qualification-specific requirements for centre staff.

### Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 2 NVQ in Spectator Safety may apply for approval for the new Level 2 Award in Understanding Stewarding at Spectator Events using the **fast-track approval form**, available from the City & Guilds website.

Centres may apply to offer the new qualification using the fast-track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast-track form guidance notes.

Fast-track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast-track approval is still current at the time of application.

### 2.1 Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the area for which they are delivering training and/or have experience of providing training; this knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the area of Spectator Safety for which they are delivering training; this knowledge must be at least to the same level as the training being delivered
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

### Assessors and internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualification.

### Continuing professional development (CPD)

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

**Candidate entry requirements**

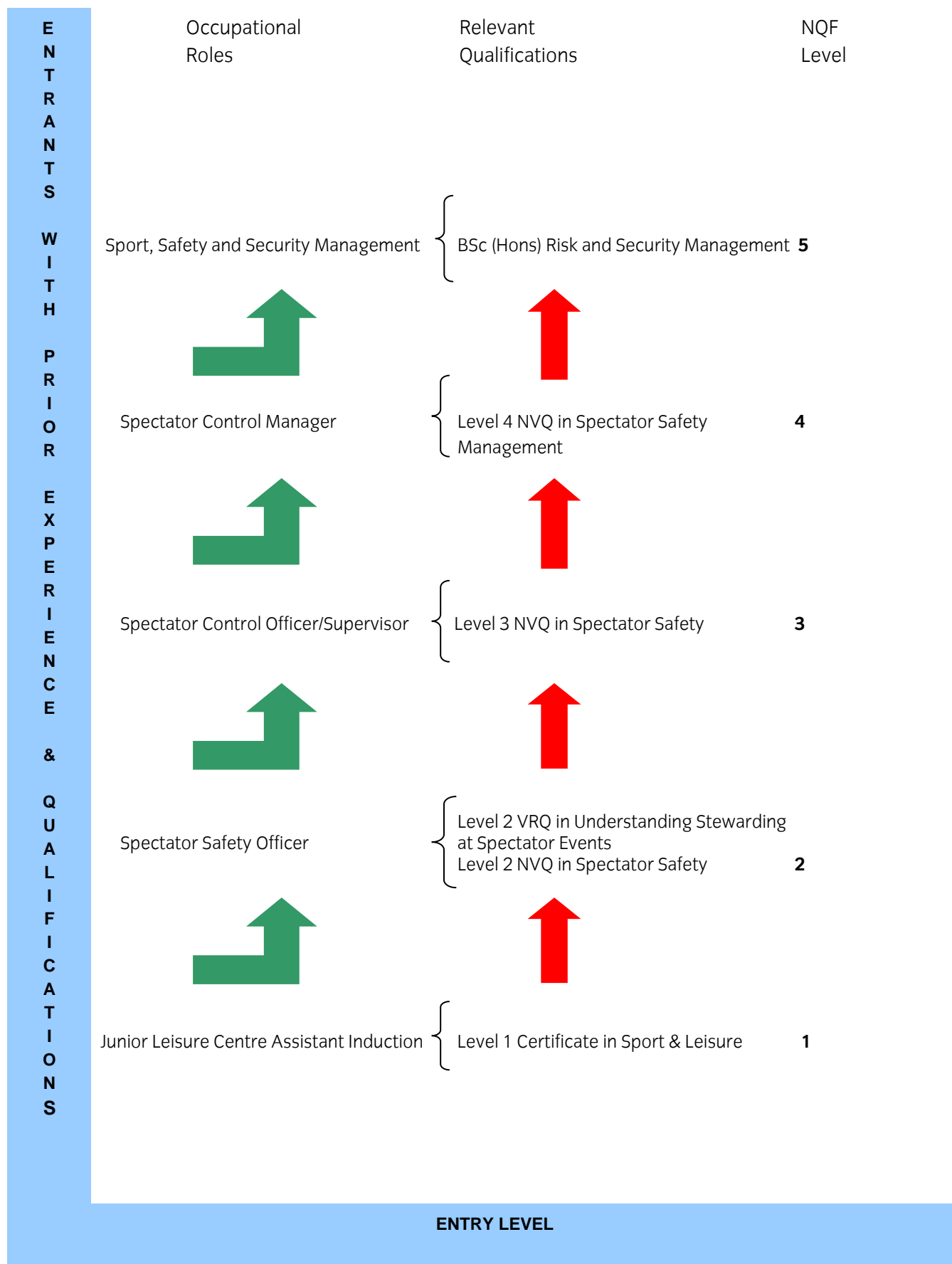
Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

**Age restrictions**

This qualification is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

# Understanding Stewarding at Spectator Events Sector Progression Routes



### 3 Units

#### Availability of units

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

#### Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

#### Summary of units

City & Guilds unit number	Unit title	QCF unit number	Credits
201	How stewards prepare for spectator events	Y/501/8958	1
202	How stewards control the entry, exit and movement of spectators at events	L/501/8956	2
203	How to respond to injuries, illnesses and other emergencies in active leisure and learning	D/501/8959	1
204	How stewards monitor crowds and deal with potential crowd problems	R/501/8957	1

**Level:** 2

**Credit value:** 1

### Unit aims

This unit covers the knowledge and understanding that stewards at spectator events require concerning their roles and responsibilities, how they should prepare for spectator events and how to check a venue for hazards.

The unit only covers managing a situation until a trained first aider arrives. It does not require knowledge or skills in first aid.

### Learning outcomes

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

- 201.1 Understand the roles and responsibilities of stewards and other staff at spectator events
- 201.2 Know how stewards prepare for their duties at spectator events
- 201.3 Know how stewards check for and respond to hazards at spectator event venues

### Guided learning hours

It is recommended that **10** hours should be allocated for this unit. This may be on a full-time or part-time basis.

### Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:

- Unit C29 Prepare for stewarding events.

### Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance

### Assessment and grading

This unit will be assessed by a multiple-choice test rated **pass/fail** only.

## Unit 201

201.1

## How Stewards Prepare for Spectator Events

Understand the roles and responsibilities of stewards and other staff at spectator events

### Underpinning knowledge

The candidate will be able to:

1. outline the **importance** of safety at spectator events
2. describe the contribution that stewards make to the provision of safety and customer service
3. give examples of different **types of events** at which stewarding takes place
4. identify the **basic legal requirements** for a spectator event
5. identify the different **roles** and **responsibilities** of **stewards** at a spectator event
6. outline why it is important for stewards to work together as a team
7. state the **legal limitations** of stewards at spectator events
8. list the **roles** and responsibilities of **other** people involved in spectator safety at an event
9. describe how the roles and responsibilities of other people relate to the stewarding team
10. give examples of **guidance documents** on stewarding at events and how to access these
11. outline how different spectator event **policies** and procedures may affect the steward's role
12. outline why it is **important** for stewards to continue to develop themselves in their job role.

### Range

#### Importance

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

#### Types of events:

Sport, music, festivals, tournaments, carnivals, exhibitions

#### Basic legal requirements

Safety certificate, contingency plans, relevant policies, health & safety, compliance with the Disability Discrimination Act

#### Roles (Stewards)

Customer care, fire, response, searching, car park, hospitality, exit gate

#### Responsibilities (Stewards)

Customer care, safety, security, information provision

#### Legal limitations

Section three of the Criminal Law Act (reasonable, necessary and the force should be proportionate), the law does not allow retaliation – only to defend yourself and others

#### Roles (others)

Safety officer, deputy safety officer, stadium manager, chief steward, stewarding supervisors, emergency services, control room operators (radio and CCTV)

**Guidance documents**

Guide to Safety at Sports Grounds (Green Guide), Safety certificate, event policies and procedures, stewarding handbook

**Policies**

Searching policy, ejection policy

**Important**

up to date knowledge, personal advancement, safety of customers

## Unit 201

201.2

## How Stewards Prepare for Spectator Events

Know how stewards prepare for their duties at spectator events

### Underpinning knowledge

The candidate will be able to:

1. describe appropriate **standards of appearance** for stewards at spectator events
2. describe appropriate **standards of behaviour** for stewards at spectator events
3. outline why it is **important** for stewards to wear correct identification at all times
4. outline the **content** of a typical spectator event safety handbook
5. outline why registration, briefing and **pre-event routines** are important
6. list the typical **pre-event routines** that stewards could be involved in
7. identify the **resources** stewards could receive at registration and briefing
8. outline why it is important for stewards to look after the resources they receive
9. outline the **procedures** stewards should follow to check their resources and report faults
10. outline why it is important for stewards to take note of **information** provided at briefings
11. list the types of **information** stewards could be given at a briefing.

### Range

#### Standards of appearance

As per venue policy: to include dressing appropriately to the job role, personal grooming

#### Standards of behaviour

Unbiased and professional manner at all times, conduct, attitude, initiative, standards, time management, punctuality, dependability, self-control, respect for others

#### Important

Allows others to identify their role, complaint or praise

#### Content

Specific policies relating to their role, stewards code of conduct, explanation of emergency codes, standard of appearance, evacuation procedures

#### Pre-event routines

Arrive at assigned location at set time, sign in, pick up resources, attend briefing, carry out searches of designated area, check equipment (eg fire extinguishers, stewards emergency phones)

#### Resources

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

**Procedures**

Venue specific procedures

**Information**

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

## Unit 201

201.3

## How Stewards Prepare for Spectator Events

Know how stewards check for and respond to hazards at spectator event venues

### Underpinning knowledge

The candidate will be able to:

1. identify the **facilities** in a typical venue that a steward should know the location of
2. identify and interpret the **signage** in a typical venue
3. identify the types of **hazards** that may be found at venues
4. outline the typical procedures for checking different **areas** of a venue for hazards
5. outline the **procedures** that stewards should follow when they identify hazards
6. outline the **importance** of stewards following procedures when they identify hazards.

### Range

#### Facilities

Customer facilities, nearest first aid point, nearest emergency phone, nearest exit

#### Signage

Emergency exits, first aid points, location of fire fighting equipment, venue specific (eg seating)

#### 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, open, public, non-public

#### Procedures

Venue specific, but to include deal with hazards within own limits of responsibility, reporting hazards to others

#### Importance

Quick rectification of hazard, prevents panic, minimises potential of hazard, avoid unnecessary action (eg cancellation, evacuation)

## Unit 202

## How Stewards Control the Entry, Exit and Movement of Spectators at Events

**Level:** 2

**Credit value:** 2

### Unit aims

The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning controlling the entry, movement and exit of people at spectator events, recognising and responding to illegal and prohibited items, giving spectators information and helping them with their problems and dealing with challenging customer behaviour.

### Learning outcomes

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

- 202.1 Know how stewards control the entry, exit and movement of spectators at events
- 202.2 Know how stewards recognise and respond to illegal and prohibited items at spectator events
- 202.3 Know how stewards help customers with their problems at spectator events
- 202.4 Know how stewards deal with challenging customer behaviour at spectator events

### Guided learning hours

It is recommended that **15** hours should be allocated for this unit. This may be on a full-time or part-time basis.

### Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:

- Unit C210 Control the entry, exit and movement of people at spectator events
- Unit C237 Help to manage conflict.

### Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance

### Assessment and grading

This unit will be assessed by a multiple-choice test rated **pass/fail** only.

## Unit 202

## How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.1

Know how stewards control the entry, exit and movement of spectators at events

### Underpinning knowledge

The candidate will be able to:

1. outline the legal requirements and powers covering a steward's right to refuse entry and their right to ask someone to leave a venue
2. describe the **procedures** stewards should follow when refusing entry or asking someone to leave
3. outline **why stewards should give explanations** when they are refusing entry or asking someone to leave
4. describe the **procedures** stewards should follow to supervise spectator entry
5. describe the **procedures** stewards should follow to control queues
6. describe the **procedures** stewards should follow to supervise spectator movement between different areas
7. outline why it is **important** for stewards to monitor their designated area carefully
8. describe the **procedures** stewards should follow to supervise spectator exit.

### Range

#### Procedures (refusing/asking to leave)

Outline reasons to the customer, inform a supervisor, make a note of the circumstances

#### Why stewards should give explanations

Avoids potential complaints, customer service, allows customer to modify behaviour

#### Procedures (spectator entry)

Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, search customers as directed, monitor movements of crowds, provide directions (eg to seating), follow venue specific procedures for refusal of entry

#### Procedures (control queues)

Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, monitor size of queues and alternatives, monitor signs of crowd distress

#### Procedures (supervise spectator movement)

Communicate with customers in a clear, polite and friendly manner, monitor signs of crowd distress

### Important

Spot potential hazards, identify areas of crowd distress, spot unexpected crowd movements, identify unacceptable behaviour

#### Procedures (spectator exit:)

Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, monitor movements of crowds, provide directions (eg nearest exit)

## Unit 202

## How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.2

Know how stewards recognise and respond to illegal and prohibited items at spectator events

### Underpinning knowledge

The candidate will be able to:

1. identify the types of **illegal items** that spectators may bring to events
2. describe the **procedures** stewards should follow when they identify illegal items
3. identify the types of items that may be **prohibited** at different venues and events
4. describe the **procedures** stewards should follow when they identify prohibited items.

### Range

#### Illegal items

Drugs, firearms, knives, offensive weapons, fireworks

#### Procedures (Illegal items)

Maintain the safety of themselves and others, if possible and appropriate seize the illegal item, provide explanation to customer, contact supervisor, contact police if available and appropriate, refuse entry

#### Prohibited

Alcohol, umbrellas, flags or flag poles, vacuum flasks, bottles/glass, liquids, food

#### Procedures (prohibited items)

Maintain the safety of themselves and others, provide explanation to customer, contact supervisor, ensure item does not enter the venue

## Unit 202

## How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.3

Know how stewards help customers with their problems at spectator events

### Underpinning knowledge

The candidate will be able to:

1. outline why it is **important** for stewards to provide high standards of customer care at spectator events
2. outline why it is **important** for stewards to take account of diversity and equality when dealing with customers at spectator events
3. describe how stewards should interact with **customers** at spectator events
4. identify the types of **information** that customers at spectator events may need
5. describe how stewards should respond to different requests for information
6. identify the types of **problem** that customers may have at spectator events
7. identify how stewards should help customers with their **problems**
8. identify the types of customer problems that stewards should refer to someone else
9. outline the **procedures** stewards should follow for **handling complaints**.

### Range

#### Important (customer care)

Reduces potential of conflict, good customer experience, repeat business

#### Important (diversity and equality)

Reduces potential of conflict, good customer experience, repeat business, legal consequences on the organisation/steward

#### Customers

Customers from different cultures, customers with a limited understanding of the language being used at the venue, disabled people, VIPs, media representatives

#### Information

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

#### Problems

Need for information and advice, ticketing problems, missing property, illegal/unsociable behaviour by others

#### Procedures (handling complaints)

Make a note of the complaint, obtain details of the complainant, pass information on as per venue, inform the complainant of the procedure being followed

## Unit 202

## How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.4

Know how stewards deal with challenging customer behaviour at spectator events

### Underpinning knowledge

The candidate will be able to:

1. recognise the types of **situations** that may cause challenging customer behaviour at spectator events
2. state the limits of stewards' powers and responsibilities when dealing with challenging behaviour
3. describe **how stewards should respond** to challenging behaviour and prevent it escalating
4. identify the difference between stewards being assertive and being aggressive
5. identify **when** and **how** stewards should call for assistance and support
6. outline **legal considerations** covering self-defence and the reasonable use of force.

### Range

#### Situations

Queues, delayed event, lack of facilities, unlawful/unsociable behaviour, unexpected crowd movements, local overcrowding, over capacity, separation of individuals/groups, attempted entry into restricted areas

#### How stewards should respond

Remaining calm, showing empathy, communicating clearly, actively listening, using appropriate body language, respecting personal space

#### When

Not able to deal with the situation on their own

#### How

Radio, emergency phones, verbally, use of code words

#### Legal considerations

section three of the Criminal Law Act (reasonable, necessary and the force should be proportionate), the law does not allow retaliation – only to defend yourself and others

## Unit 203

# How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

**Level:** 2

**Credit values:** 1

### Unit aims

The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning recognising and responding to potential crowd problems and recognising and responding to illegal and unsociable behaviour.

### Learning outcomes

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

- 203.1 Know how stewards recognise and respond to potential crowd problems at spectator events
- 203.2 Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events

### Guided learning hours

It is recommended that **10** hours should be allocated for this unit. This may be on a full-time or part-time basis.

### Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:

- Unit C211 Monitor spectators and deal with crowd problems.

### Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance
- Application of number

### Assessment and grading

This unit will be assessed by a multiple-choice test rated **pass/fail** only.

## Unit 203

# How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

203.1

Know how stewards recognise and respond to potential crowd problems at spectator events

### Underpinning knowledge

The candidate will be able to:

1. outline why it is important for stewards to monitor for **potential crowd problems**
2. describe how stewards should **monitor** for potential crowd problems
3. identify the types of **potential crowd problem** at spectator events
4. state what stewards should do when they identify **potential crowd problems**
5. outline the **procedures** stewards are asked to follow in response to different types of crowd problems
6. outline why it is **important** for stewards to remain calm and follow instructions when there are potential crowd problems
7. identify **situations** in which stewards may place themselves and others at risk when trying to respond to potential crowd problems
8. identify how stewards can avoid placing themselves and others at risk when trying to respond to potential crowd problems.

### Range

#### Potential crowd problems

Unexpected crowd movements, local overcrowding, overcapacity, distress, separation of individuals and groups, trespass into unauthorised areas

#### Monitor

Observation, listening

#### Procedures

Being visible to the crowd, warning/reassuring people, containing a crowd, removing people and objects

#### Important

Minimise the problem, safety of customers, prevents panic

#### Situations

Failure to monitor designated area, rushing into an area of concern without sufficient resources, failure to inform supervisors of scope of problem, aggressive behaviour

## Unit 203

# How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

203.2

Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events

### Underpinning knowledge

The candidate will be able to:

1. outline why it is **important** for stewards to recognise and respond to illegal and unsociable behaviour
2. identify the types of **illegal behaviour** that may occur at spectator events
3. outline the **procedures** stewards should follow when they encounter illegal behaviour
4. identify the types of **unsociable behaviour** that may occur at spectator events
5. outline the **procedures** stewards should follow when they encounter unsociable behaviour.

### Range

#### Important

Safety of customers, legal requirement, early intervention to minimise problem

#### Illegal behaviour

Racist chanting, fighting, drug use, smoking

#### Procedures (illegal behaviour)

Deal with the situation if appropriate, if not report to supervisor (what, when, who, where), respond to instructions

#### Unsociable behaviour

Intoxication, abusive language, standing in seated areas, lewd behaviour

#### Procedures (unsociable behaviour)

Deal with the situation if appropriate, if not report to supervisor (what, when, who, where), respond to instructions

## Unit 204

# How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

**Level:** 1

**Credit value:** 1

### Unit aims

The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning their roles and responsibilities, how they should prepare for spectator events and for checking a venue for hazards.

### Learning outcomes

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

- 204.1 Know how to respond to injuries and illnesses on a first on scene basis
- 204.2 Know how to follow emergency procedures

### Guided learning hours

It is recommended that **5** hours should be allocated for this unit. This may be on a full-time or part-time basis.

### Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:

- Unit C35 Deal with accidents and emergencies.

### Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance

### Assessment and grading

This unit will be assessed by a multiple-choice test rated **pass/fail** only.

## Unit 204

# How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

204.1

Know how to respond to injuries and illnesses on a first on scene basis

### Underpinning knowledge

The candidate will be able to:

1. outline why it is **important** to deal with people who are injured or ill promptly, calmly and correctly
2. identify the broad **types of injury and illness** that may occur
3. outline **how to deal with injuries and illnesses** on a 'first on scene' basis
4. state the types of **information** and support that should be given to qualified assistance
5. outline why it is **important** to report accidents and incidents
6. identify the typical **procedures** for reporting accidents and incidents.

### Range

#### Important

Minimise injury, avoid panic, reassure the casualty, quick resolution

#### Types of injury and illness

Minor injury/illness (that can be treated on site): Grazed knee, bump on a head, cut finger etc

Major injury/illness (that requires medical assistance): Heart attack, asthma attack, epileptic fit etc

#### How to deal with injuries and illnesses

Protecting people from further harm, providing comfort and reassurance, referring people to qualified assistance, calling for qualified assistance

#### Information

Location of casualty, details of incident and witnesses, description of injury or illness, existing medical conditions, current medication of casualty

#### Important (report accidents and incidents)

Prevention in future, in case of litigation/complaints, identify training needs, allows for contingency plans to be re-written if appropriate, aids in post incident investigations

#### Procedures

Report to supervisor, complete accident book (if appropriate)

## Unit 204

# How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

204.2

Know how to follow emergency procedures

### Underpinning knowledge

The candidate will be able to:

1. outline why it is **important** to respond to emergencies promptly, calmly and correctly
2. identify the **types of emergency** that may occur
3. outline the **procedures** for responding to emergencies
4. identify the different roles and responsibilities of people in a workplace for each type of emergency
5. list the types of problems that may occur during emergency procedures
6. outline how to respond to problems during emergency procedures
7. state **why** problems with emergency procedures should be reported.

### Range

#### Important

Minimise injury, avoid panic, reassures the casualty, quick resolution

#### Types of emergency

Fire, bomb, flooding, disorder, environmental (eg building/stand collapse)

#### Procedures

As per event contingency plans

#### Why

Prevention in future, in case of litigation/complaints, identify training needs, allows for contingency plans to be re-written if appropriate, aids in post incident investigations

## 4 Assessment

### 4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- **Knowledge test** for **each** mandatory unit.

City & Guilds provides the following assessments:

- Assignments in Assessment pack (stock code EN-02-6851) using multiple-choice tests.

### Time constraints

The following time constraints must be applied to the Assessment of this qualification:

- There is a time limit set by City & Guilds for each test. Please refer to the Assessment pack for more details.
- All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

### 4.2 Assignments

Level 2 Award in Understanding Stewarding at Spectator Events assessment pack (stock code 6851-02)

### 4.3 Test specifications

The test specifications are available per each unit, as follows:

**Test 1:** 6851-02-201

**Duration:** 45 minutes

Unit number	Outcome	No. of questions	%
201	Understand the roles and responsibilities of stewards and other staff at spectator events	12	48
	Know how stewards prepare for their duties at spectator events	8	32
	Know how stewards check for and respond to hazards at spectator event venues	5	20
<b>Total</b>		<b>25</b>	<b>100</b>

**Test 2:** Unit 6851-02-202

**Duration:** 45 minutes

Unit number	Outcome	No. of questions	%
202	Know how stewards control the entry, exit and movement of spectator events	8	31
	Know how stewards recognise and respond to illegal and prohibited items at spectator events	4	15
	Know how stewards help customers with their problems at spectator events	8	31
	Know how stewards deal with challenging customer behaviour at spectator event	6	23
<b>Total</b>		<b>26</b>	<b>100</b>

**Test 3:** Unit 6851-02-203

**Duration:** 30 minutes

Unit number	Outcome	No. of questions	%
203	Know how stewards recognise and respond to potential crowd problems at spectator events	10	67
	Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events	5	33
<b>Total</b>		<b>15</b>	<b>100</b>

**Test 4:** Unit 6851-02-204

**Duration:** 30 minutes

Unit number	Outcome	No. of questions	%
204	Know how to respond to injuries and illnesses on a first on scene basis	7	50
	Know how to follow emergency procedures	7	50
<b>Total</b>		<b>14</b>	<b>100</b>

#### **4.4 Recording forms**

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at:

**[www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).**

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website,

**[www.cityandguilds.com](http://www.cityandguilds.com)**

## 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 should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification 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.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website, **[www.cityandguilds.com](http://www.cityandguilds.com)**

## **5 Course design and delivery**

### **5.2 Recommended delivery strategies**

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

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

# Appendix 1 Relationships to other qualifications

## Key skills

### Links to other qualifications and frameworks

City & Guilds has identified the connections to other qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a QCF qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL (QCF handbook)

This qualification has connections to the Level 2 NVQ in Spectator Safety:

- Unit 201 (C29) Prepare for stewarding events
- Unit 202 (C210) Control the entry, exit and movement of people at spectator events
- Unit 203 (C211) Monitor spectators and deal with crowd problems
- Unit 204 (C237) Help to manage conflict
- Unit 206 (C35) Deal with accidents and emergencies.

### Key skills (England, Wales and Northern Ireland)

The qualification provides opportunities to gather evidence for the accreditation of Key/Core skills as shown in the table below. However, to gain Key/Core Skills certification the Key/Core Skills would need to be taken as additional qualifications.

Unit number/ and title	Communication	Application of number	Information technology
201 How stewards prepare for spectator events	✓	✓	✓
202 How stewards control the entry, exit and movement of spectators at events	✓	✓	✓
203 How to respond to injuries, illnesses and other emergencies in active leisure and learning	✓	✓	✓
204 How stewards monitor crowds and deal with potential crowd problems	✓	✓	✓

Unit number/ and title	Problem solving	Improving own learning and performance	Working with others
201 How stewards prepare for spectator events	✓	✓	✓
202 How stewards control the entry, exit and movement of spectators at events	✓	✓	✓
203 How to respond to injuries, illnesses and other emergencies in active leisure and learning	✓	✓	✓
204 How stewards monitor crowds and deal with potential crowd problems	✓	✓	✓

## Appendix 2      The wider curriculum

Candidates taking this NVQ may also have the opportunity to cover the following aspects of the wider curriculum.

### Identification of opportunities for evidence generation of moral, ethical, spiritual, European dimension, environmental education and health and safety

Unit number/ and title	Spiritual, moral, ethical, social and cultural	European development	Environmental education	Health and safety
201 How stewards prepare for spectator events	✓			
202 How stewards control the entry, exit and movement of spectators at events	✓			
203 How to respond to injuries, illnesses and other emergencies in active leisure and learning	✓			
204 How stewards monitor crowds and deal with potential crowd problems	✓			

## Appendix 3      Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **[www.cityandguilds.com](http://www.cityandguilds.com)**.

### ***Providing City & Guilds Qualifications – A Guide to Centre and Qualification Approval***

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. Specifically, the document includes sections on:

- the centre and qualification approval process and forms
- assessment, verification and examination roles at the centre
- registration and certification of candidates
- non-compliance
- complaints and appeals
- equal opportunities
- data protection
- frequently asked questions.

***Ensuring quality*** contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- management systems
- maintaining records
- assessment
- internal verification and quality assurance
- external verification.

***Access to Assessment & Qualifications*** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**  
Find out how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF)**  
Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events**  
Contains dates and information on the latest Centre events
- **Online assessment**  
Contains information on how to register for GOLLA assessments.

**City & Guilds**

Skills for a brighter future



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## Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Registrations/enrolment</li> <li>• Certificates</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> <li>• Results</li> </ul>
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Results</li> <li>• Certification</li> <li>• Missing or late exam materials</li> <li>• Incorrect exam papers</li> <li>• Forms request (BB, results entry)</li> <li>• Exam date and time change</li> </ul>
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> <li>• Results</li> <li>• Entries</li> <li>• Enrolments</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> </ul>
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> <li>• Re-issue of password or username</li> <li>• Technical problems</li> <li>• Entries</li> <li>• Results</li> <li>• GOLLA</li> <li>• Navigation</li> <li>• User/menu option problems</li> </ul>
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> <li>• Employer solutions</li> <li>• Mapping</li> <li>• Accreditation</li> <li>• Development Skills</li> <li>• Consultancy</li> </ul>
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> <li>• Logbooks</li> <li>• Centre documents</li> <li>• Forms</li> <li>• Free literature</li> </ul>

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **[feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

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