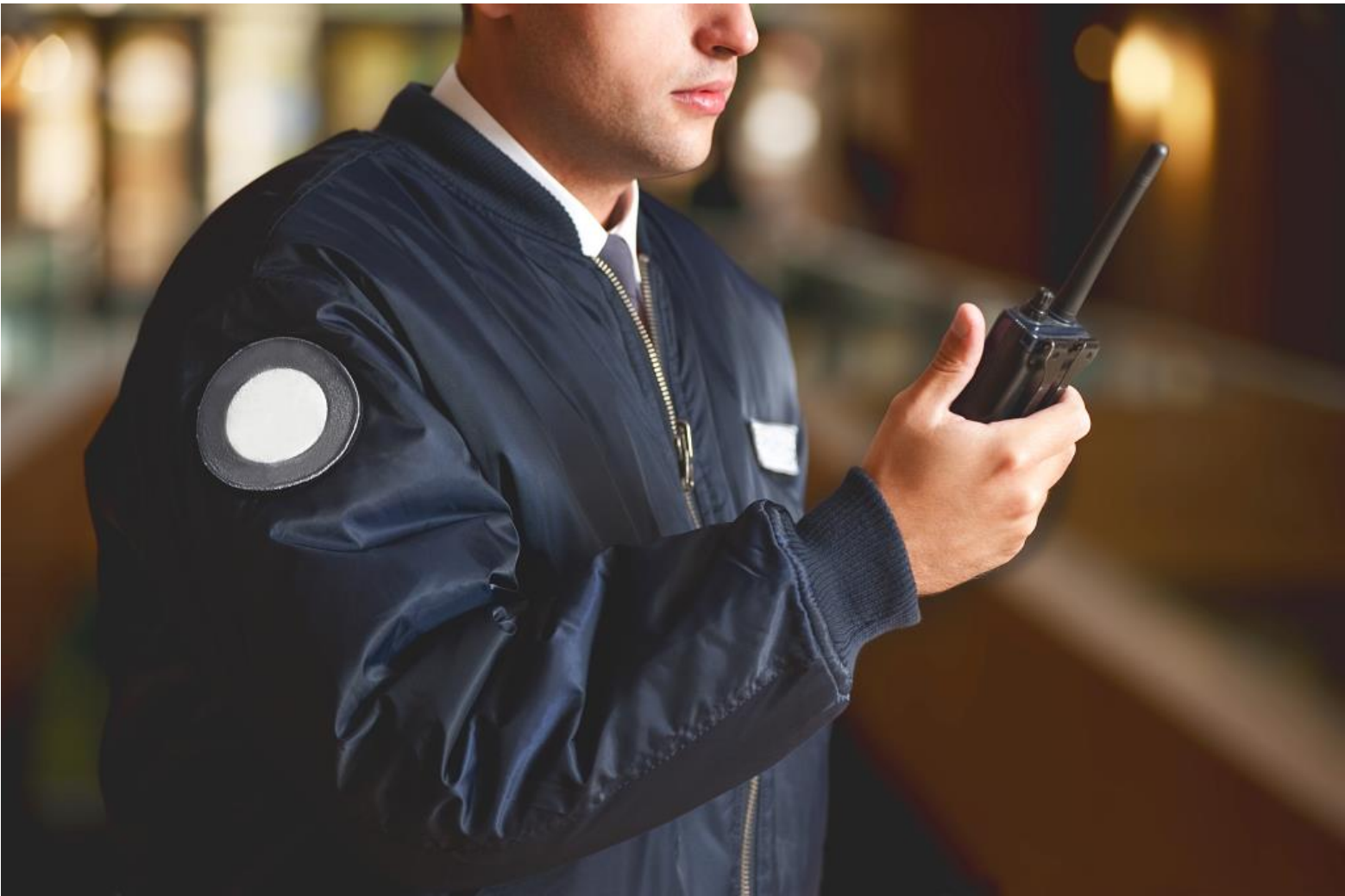


1st4sport Level 2 Award in Understanding Stewarding at Spectator Events

Qualification Specification



About Us

Welcome to 1st4sport, established in 2000, 1st4sport Qualifications are an industry specialist recognised awarding organisation regulated in England by the Office of the Qualifications and Examinations Regulator (Ofqual), in Wales by Qualifications Wales, and in Northern Ireland by the Council for the Curriculum, Examination and Assessment (CCEA) Regulation.

Serving the needs of the sport, physical activity and active leisure industry; our niche status is emphasised through our accomplished people, network of esteemed industry partnerships and our culture of excellence. We have an outstanding reputation; evidenced through the loyalty we receive from our trusted partners, recognised centres and most importantly our learners.

We have a proven track record; offering of valid, value-added, educational solutions and services and outstanding customer care. Our offer includes sector specific qualifications and pathways, and a range of relevant high-performing educational services; underpinned by leading digital solutions. The majority of these are developed and deployed in partnership with governing bodies of sport and other sector specific professional organisations. More than any other awarding organisation, our knowledge of the industry and our continuous cross-sector network enables us to understand the direction of our sector.

Our involvement in shaping our sector has been significant and we continue to be the awarding organisation that partner and representative organisations turn to for guidance on the direction of travel, as appropriate to the needs of our partners, centres, industry employers and learners.

Our Mission: To deliver excellent educational solutions and value-added services to sport, physical activity and the active leisure industry.

Our Direction: We aim to support the ongoing professionalisation of our industry; supporting employment, growth, sustainability and success. We embrace performance, participation and health agendas. Our objective is to continue to support our respected partners, providers and learners.

Qualification Specification

Title:	1st4sport Level 2 Award in Understanding Stewarding at Spectator Events
Qualification Overview:	Prepares learners to enter the spectator safety sector as a steward.
Qualification Code:	L2AUSSE
Qualification Regulation Number:	603/7097/X
Guided Learning Hours (GLH):	36
Total Qualification Time (TQT):	110
Credit Value (if applicable):	Not applicable
Operational Start Date:	01/02/2021
Qualification Review Date:	31/01/2024
Learner Registration Period:	2 years
Qualification Objective:	This qualification qualifies learners to become a steward at spectator events.
Qualification Purpose:	Develop knowledge and/or skills in a subject area.

Who is this qualification for?

This qualification is specifically suited to volunteers at spectator events supporting more experienced staff.

Qualification Progression

Learners could progress on to the 1st4sport Level 2 Certificate in Spectator Safety.

This qualification may lead to paid or voluntary roles as an event steward.

Entry Requirements

Learners must be a minimum of 16 years old at registration and 16 years old at certification.

Pre-requisite(s) or other entry requirements

The recognised centre is required to conduct an initial assessment of learners to ensure that pre-requisites to registration and certification and any barriers that may disadvantage a learner under the Equality Act 2010 are considered and outcomes recorded during the application process.

Prior to registration learners are required to:

- be accurately identified
- be at least 16 years of age
- be able to undertake this assessment in English or Welsh (if available)

Assessment Methods

The assessment methods used in this qualification are:

- Coursework (in 5 of 5 mandatory units),
- Portfolio of Evidence (in 5 of 5 mandatory units)

Grading Methods

This qualification will be graded Pass / Fail.

Qualification Structure

Learners must successfully complete all mandatory units to achieve this qualification.

Mandatory Units

Unit ID	Unit Title	GLH
T/618/6262	Know how to prepare for spectator events	6
A/618/6263	Know how to assist with the movement of spectators and deal with crowd issues at events	7
F/618/6264	Know how to help to manage and resolve conflicts	11
J/618/6265	Know how to deal with incidents at spectator events	5
L/618/6266	Know how to support the work of your team and organisation	7

Optional Units

There are no optional units in this qualification

Pathway Units (where applicable)

There are no pathway units in this qualification

Unit Title	Know how to prepare for spectator events
Unit Aim	This unit is about the learner preparing themselves as stewards and checking the venue and location before an event.
Unique Unit Number	T/618/6262
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence
Assessment Specification	This unit must be assessed in accordance with the Assessment Strategy for Level 2 Certificate in Spectator Safety. There must be sufficient evidence to ensure the learner can achieve the outcomes on a consistent basis.

Learning Outcome: 1. understand how to prepare for stewarding activities

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
1.1 state the legal, organisational and venue requirements covering the type of event they are involved in		
1.2 identify relevant guidance documents on safety at events		
1.3 explain the importance of the event and venue registration procedures		
1.4 explain the importance of attending the pre-event briefing		
1.5 explain the importance of receiving, looking after and returning their identification and other resources		
1.6 explain the importance of pre-event routines and timings		
1.7 describe the pre-event routines and timings		
1.8 state the information to be noted at the pre-event briefing		
1.9 describe emergency procedures, assembly points and messaging		

Learning Outcome: 2. understand how to identify and respond to hazards

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
2.1 describe the process and the legal and organisational procedures for checking equipment:		
2.2 explain the importance of not disrupting stakeholders when carrying out the checks		
2.3 describe what to look for when checking for threats and hazards		
2.4 describe the legal and organisational procedures for identifying and assessing the seriousness of threats and hazards:		
2.5 describe the correct action to take for each of the types of threats and hazards listed		
2.6 explain the importance of communicating with people and colleagues clearly		
2.7 describe the type of actions which could endanger themselves and others		
2.8 state the correct reporting procedures for the types of physical hazards listed above		
2.9 explain the criteria used to assess threats and hazards		

2.10 describe the current levels and types of terrorist threats relevant to crowded places		
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Unit Title	Know how to assist with the movement of spectators and deal with crowd issues at events
Unit Aim	This unit is about monitoring spectators including their entry to and exit from the venue, including safe searching on entry. It also covers dealing with crowd issues such as unexpected movements, local overcrowding, overcapacity, lost property, missing people and antisocial or unlawful behaviour.
Unique Unit Number	A/618/6263
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence
Assessment Specification	This unit must be assessed in accordance with the Assessment Strategy for Level 2 Certificate in Spectator Safety. There must be sufficient evidence to ensure the learner can achieve the outcomes on a consistent basis.

Learning Outcome: 1. know how to control the entry, exit and movement of people at events

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
1.1 describe the tools and techniques available to help monitor crowd conditions		
1.2 describe methods of safely controlling queues		
1.3 explain their organisation's procedures to carry out the search		
1.4 explain the reasons for carrying out the search		

1.5 explain the importance of explaining to client groups the reasons for carrying out the search		
1.6 explain the procedures to follow if client groups refuse permission to search		
1.7 identify unauthorised and prohibited items		
1.8 identify potential places for concealing prohibited items		
1.9 explain how to respond to any occurrence in accordance with legal and organisational procedures		
1.10 explain when to report and/or pass on issues relating to unauthorised and prohibited items		
1.11 describe the venue and legislative requirements for greeting and admitting client groups		
1.12 describe the venue and legislative requirements for refusing entry and trespass		
1.13 describe the type of information client groups may need to know when being admitted and / or refused entry		
1.14 describe the venue and legislative requirements for supervising the safe exit of client groups		

1.15 state when to refer client groups to another source of information		
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Learning Outcome: 2. know how to deal with crowd issues

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
2.1 state potential crowd issues that may occur in your designated area		
2.2 identify methods of assessing and reporting crowd issues:		
2.3 describe basic conflict management techniques and defensive tactics		
2.4 explain why it is necessary to follow instructions given by their control room or supervisor		
2.5 describe the type of action which might endanger themselves or other client groups		
2.6 explain the importance of communicating clearly and calmly with client groups and colleagues		
2.7 explain how to communicate clearly and calmly with client groups and colleagues		
2.8 explain the importance of equality and diversity in your role		

2.9 describe the importance of crowd management skills		
2.10 describe how to use crowd management skills included within their organisational procedures:		
2.11 describe the correct procedures for updating the control room and/or supervisor		

Unit Title	Know how to help to manage and resolve conflicts
Unit Aim	This unit is about dealing with situations where there is conflict between people. The unit includes using effective verbal and non-verbal communication to defuse the situation, giving advice and warnings, and calling for assistance when required. This unit does not include attempting to physically control or restrain people.
Unique Unit Number	F/618/6264
Unit Assessment Method(s)	<ul style="list-style-type: none"> - Coursework - Portfolio of Evidence
Assessment Specification	This unit must be assessed in accordance with the Assessment Strategy for Level 2 Certificate in Spectator Safety. There must be sufficient evidence to ensure the learner can achieve the outcomes on a consistent basis.

Learning Outcome: 1. know how to engage with client groups in conflict situations

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
1.1 describe how to communicate with client groups		
1.2 describe the types of conflict situations that are likely to arise		
1.3 identify the correct responses for each of these types of situations		
1.4 explain the role of effective communication in reducing conflict		
1.5 explain the importance of showing respect for client groups, their property, their rights and their needs		
1.6 explain how to use non-discriminatory and non-offensive behaviour and language to manage conflict situations		
1.7 explain how to use non-verbal communication to manage conflict situations		

Learning Outcome: 2. understand how to follow procedures to resolve conflict situations

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
2.1 describe methods of assessing risk in conflict situations		
2.2 explain the importance of understanding client group needs and perceptions		
2.3 describe ways of maintaining own personal safety		
2.4 state the incident management procedures		
2.5 identify methods of collecting information		
2.6 explain the importance of recording and reporting information		

Unit Title	Know how to deal with incidents at spectator events
Unit Aim	Spectator events always involve an element of challenge and risk, and incidents will happen from time to time. It is vital that all members of staff are competent to deal with incidents and as such are required to have knowledge of basic life saving skills. This unit does not cover managing an initial response to a major incident. Learners undertaking this unit must provide evidence of attaining a recognised first-aid award, or attending first aid training, before their certificate for this qualification is requested.
Unique Unit Number	J/618/6265
Unit Assessment Method(s)	<ul style="list-style-type: none"> - Coursework - Portfolio of Evidence
Assessment Specification	This unit must be assessed in accordance with the Assessment Strategy for Level 2 Certificate in Spectator Safety. There must be sufficient evidence to ensure the learner can achieve the outcomes on a consistent basis.

Learning Outcome: 1. know how to deal with incidents at spectator events

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
1.1 outline basic principles of risk assessment		
1.2 outline the types of incidents that may occur		
1.3 describe the organisation's incident management procedures		
1.4 describe the procedures involved in dealing with incidents		
1.5 describe the procedure to request qualified assistance		
1.6 describe how to deal with incidents before qualified assistance arrives		
1.7 explain how to protect the casualty and others involved from further harm		
1.8 outline how to provide comfort and reassurance		
1.9 outline important information to provide to the client groups involved		
1.10 outline incident reporting		

Unit Title	Know how to support the work of your team and organisation
Unit Aim	The organisations must provide high levels of service to their customers and this requires a team effort from all staff and managers. This unit is about how one can work well as a member of the team, improves own work and the work of the team as a whole. If the organisation has a performance appraisal and personal development system, this would be an excellent context for this unit.
Unique Unit Number	L/618/6266
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence
Assessment Specification	This unit must be assessed in accordance with the Assessment Strategy for Level 2 Certificate in Spectator Safety. There must be sufficient evidence to ensure the learner can achieve the outcomes on a consistent basis.

Learning Outcome: 1. know how to work effectively with colleagues

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
1.1 define good working relationships with colleagues		
1.2 describe how to establish good working relationships with colleagues		
1.3 explain the importance of communicating clearly		
1.4 describe how to communicate with managers in the organisation		
1.5 list the duties within own area of responsibility		
1.6 explain the importance of carrying out duties as agreed or warning colleagues in good time if this is not possible		

1.7 identify situations in which help may be needed		
1.8 describe the importance of always asking for help and information when it is needed		
1.9 describe situations in which help and information may need to be provided to colleagues		
1.10 explain the purpose of team meetings		
1.11 explain why team discussions are important and why it is important to contribute to these		
1.12 describe the procedures for dealing with conflict in the organisation		

Learning Outcome: 2. know how to improve own work

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
2.1 explain the importance of continuously improving own work		
2.2 explain the importance of assessing own work and getting feedback from colleagues		
2.3 explain what it means to 'handle criticism positively'		
2.4 explain the importance of handling criticism positively		
2.5 identify the relevant member of staff in the organisation with whom own work can be planned and developed		
2.6 describe the procedures to follow to take part in training and development activities		
2.7 outline how to find opportunities to take on responsibilities to develop own skills and knowledge		
2.8 outline how to develop a career development plan to help own progression		

Learning Outcome: 3. know how to help support and improve the work of own team and organisation

Assessment Criteria The learner can:	Mandatory Delivery Content The learner will develop an understanding of:	Evidence Requirements The learner is required to complete:
3.1 identify the values or codes of practice relevant to the work they carry out		
3.2 identify the importance of effective teamwork		
3.3 describe how improving own work and the work of their team can improve the organisation as a whole and the level of service that the customer receives		
3.4 explain why it is important to note customer feedback		
3.5 outline how to identify areas where the team and organisation's work could be improved		
3.6 identify the procedures to follow for making suggestions on how to improve services		
3.7 explain why it is important to discuss own suggestions with colleagues and to take account of their ideas		

Qualification Conditions: Delivery and assessment requirements

To complete the delivery, assessment, and internal quality assurance of the qualification, providers will be required to adhere to the guidance set out in the Recognised Centre Handbook.

Qualification Approval Conditions: Workforce requirements

In addition to the workforce requirements stated in the Recognised Centre Handbook, the following qualification specific requirements must be met and evidenced.

Tutor(s):

For this qualification, the minimum requirements stated in the centre handbook apply in addition to any further qualification specific requirements stated below

Tutors are required to hold, or be working towards;

- A level 3 qualification in spectator safety and have a minimum of 3 years' experience working in the industry.

Where individuals hold qualifications other than the above their Centre should contact their awarding organisation to determine the acceptability of their qualification(s).

Assessor(s):

For this qualification, the minimum requirements stated in the centre handbook apply in addition to any further qualification specific requirements stated below

Assessors are required to hold, or be working towards;

- A level 3 qualification in spectator safety and have a minimum of 3 years' experience working in the industry.

Where individuals hold qualifications other than the above their Centre should contact their awarding organisation to determine the acceptability of their qualification(s). The Assessor must have sufficient operational experience within the spectator safety sector that can be evidenced, is current and relevant to the qualification.

Internal Verifier(s) and Quality Assurer(s):

For this qualification, the minimum requirements stated in the centre handbook apply in addition to any further qualification specific requirements stated below

IQAs are required to hold a valid assessor's qualification or be working towards an IQA qualification based on LSIS, formerly LLUK, Learning and Development National Occupational Standards (2010):

- Level 3 Certificate in Assessing Vocational Achievement (RQF), Level 3 Award in Assessing Competence in the Work Environment (RQF) or equivalent (A1, D32/33)
- Level 4 Award in the IQA of Assessment Processes and Practice or equivalent (V1, D34)

The IQA must have sufficient operational experience within the spectator safety sector that can be evidenced, is current and relevant to the qualification at or above the level being verified. This must be of sufficient depth to be effective and reliable when verifying judgements about the Assessor's assessment processes and decisions.

Additional Qualification Requirements

The minimum venue, facility and requirements stated in the centre handbook apply.

This qualification is regulated by Ofqual (603/7097/X).

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