1st4sport Level 2 Certificate in Spectator Safety

Qualification Specification

About Us

Welcome to 1st4sport, established in 2000, 1st4sport 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 though 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 Certificate in Spectator Safety
Qualification Overview:	Provides proof of occupational competence and the key knowledge, skills and understanding of spectator safety.
Qualification Code:	L2CSSR
Qualification Regulation Number:	603/6920/6
Guided Learning Hours (GLH):	73
Total Qualification Time (TQT):	240
Credit Value (if applicable):	Not applicable
Operational Start Date:	01/02/2021
Qualification Review Date:	31/08/2026
Learner Registration Period:	2 years
Qualification Objective:	This qualification qualifies learners to confirm your competence in spectator safety.
Qualification Purpose:	Develop knowledge and/or skills in a subject area.

Who is this qualification for?

This qualification is designed for those employed as, or who aspire to employed as event stewards.

Qualification Progression

Learners could progress on to the 1st4sport Level 3 Certificate, or Extended Certificate in Spectator Safety Supervision.

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 3 of 5 mandatory units),
- Practical Demonstration/Assignment (in 5 of 5 mandatory units)

Reasonable adjustments can be applied to these assessments in line with 1st4sport Policy Statement:Access Arrangments.

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
Y/618/5735	Prepare for spectator events	12
D/618/5736	Assist with the movement of spectators and deal with crowd issues at events	14
H/618/5737	Help to manage and resolve conflicts	22
K/618/5738	Deal with incidents at spectator events	10
M/618/5739	Support the work of your team and organisation	15

Optional Units

There are no optional units in this qualification

Pathway Units (where applicable)

There are no pathway units in this qualification

Unit Title	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	Y/618/5735
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence - Practical Demonstration/Assignment
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:	**Indicative Delivery Content**
1.1 state the legal, organisational and venue requirements covering the type of event they are involved in	Resources - all to be covered when assessing knowledge: 1. briefing notes 2. safety equipment 3. security equipment 4. stationery Information - all to be covered when assessing knowledge: 1. potential threats and hazards 2. stewarding procedures 3. venue rules 4. location and event information 5. equipment 6. signs and notices 7. pre-event timings 8. incident management procedures, relevant code words and assembly points 9. the pre-event routines
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:	**Indicative Delivery Content**
2.1 describe the process and the legal and organisational procedures for checking equipment:	Equipment - all to be covered when assessing knowledge: 1. safety equipment 2. security equipment 3. emergency equipment 4. signs and notices Threats and hazards - all to be covered when assessing knowledge: 1. safety 2. security 3. fire 4. hygiene 5. environmental 6. structural 7. faulty emergency equipment Current levels and types of terrorist threats to be identified using guidelines issued by the National Counter Terrorism Police
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	

Learning Outcome: 3. be able to prepare for stewarding activities

Assessment Criteria The learner can:	Indicative Delivery Content
3.1 follow legal and organisational requirements in their role	Resources -a minimum of three must be covered when assessing competence: 1. briefing notes 2. safety equipment 3. security equipment 4. stationery Information - all to be covered when assessing competence: 1. potential threats and hazards 2. stewarding procedures 3. venue rules 4. location and event information 5. equipment 6. signs and notices 7. pre-event timings 8. incident management procedures, relevant code words and assembly points 9. the pre-event routines
3.2 follow the registration procedures correctly and on time	
3.3 collect their identification and other required resources, making sure they return these after the event	
3.4 attend the pre-event briefing	
3.5 note all the information given at the pre-event briefing to carry out their role	
3.6 follow the pre-event routines as required	

Learning Outcome: 4. be able to identify and respond to hazards	
Assessment Criteria The learner can:	Indicative Delivery Content
4.1 follow venue procedures to check equipment and facilities	Threats and hazards - numbers one and two to be covered as a minimum as part of assessing competence: 1. safety 2. security 3. fire 4. hygiene 5. environmental 6. structural 7. faulty equipment
4.2 familiarise themselves with their designated area	
4.3 check for any potential threats and hazards	
4.4 respond promptly to the threats and hazards following agreed procedures	
4.5 make sure that any action is not dangerous to themselves and others	
4.6 clearly and accurately report the situation and what they have done to their supervisor	

Unit Title	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	D/618/5736
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence - Practical Demonstration/Assignment
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:	Indicative Delivery Content

1.1 describe the tools and techniques available to help monitor crowd conditions	Client groups - all to be covered when assessing knowledge. 1. spectators 2. workforce / volunteers 3. contractors 4. regulatory organisations 5. media 6. emergency services 7. athletes 8. artists 9. event officials Crowd issues - all to be covered when assessing knowledge 1. crowd movements and crowd dynamics 2. local crowd density 3. over-capacity 4. crowd distress 5. separation of individuals and groups 6. antisocial behaviour 7. unlawful behaviour 8. entry into restricted areas 9. vehicle movement (for certain designated areas only) 10. venue regulations Communicate - all must be covered when assessing for knowledge. 1. verbal communication 2. non-verbal communication 3. radio communication 4. written communication 5. signage
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	

Learning Outcome: 2. know how to deal with crowd issues

Assessment Criteria The learner can:	Indicative Delivery Content
2.1 state potential crowd issues that may occur in your designated area	Crowd management skills - all must be covered when assessing for knowledge. 1. being alert to factors that may change crowd behaviour or densities 2. providing reassurance 3. encouraging calmness 4. asserting desired level of authority 5. being visible to the crowd 6. remaining vigilant 7. diffusing situations
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	

Learning Outcome: 3. be able to control the entry, exit and movement of people at events	
Assessment Criteria The learner can:	**Indicative Delivery Content**
3.1 observe and monitor client groups and conditions in their designated area throughout their period of duty	Client groups A minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce / volunteers 3. contractors 4. regulatory organisations 5. media 6. emergency services 7. athletes 8. artists 9. event officials Crowd issues - numbers one, two, three and four must be covered as a minimum when assessing competence: 1. crowd movements and crowd dynamics 2. local crowd density 3. over-capacity 4. crowd distress 5. separation of individuals and groups 6. antisocial behaviour 7. unlawful behaviour 8. entry into restricted areas 9. vehicle movement (for certain designated areas only) 10. venue regulations
3.2 control queues according to venue and legislative requirements	
3.3 follow your organisation's procedures for carrying out a client search	
3.4 ask identified client groups for permission to search and follow agreed procedures if they refuse	
3.5 communicate with client groups clearly while carrying out the search	
3.6 treat client groups fairly, with courtesy and respect at all times	
3.7 only search people of the same sex	

3.8 greet client groups in a way that makes them feel welcome and at ease	
3.9 admit client groups or refuse entry according to venue procedures and legislative requirements	
3.10 provide client groups with clear reasons if refused entry	
3.11 respond to queries from client groups or refer to another source of help if necessary	
3.12 assist with the safe exit of client groups according to venue procedures	
3.13 inform their supervisor if there are problems they cannot deal with on their own	

Learning Outcome: 4. be able to identify and deal with crowd issues

Assessment Criteria The learner can:	Indicative Delivery Content
4.1 assess and report potential or actual crowd issues to your control room or supervisor	Crowd management skills - all must be covered when assessing for competence: 1. being alert to factors that may change crowd behaviour or densities 2. providing reassurance 3. encouraging calmness 4. asserting desired level of authority 5. being visible to the crowd 6. remaining vigilant 7. diffusing situations Communicate - all must be covered when assessing for competence: 1. verbal communication 2. non-verbal communication 3. radio communication 4. written communication 5. signage
4.2 apply crowd management skills in accordance with agreed procedures and following instructions if applicable	
4.3 make sure that any action is not dangerous to themselves and client groups involved	
4.4 reassure client groups involved and ask them to follow instructions	
4.5 communicate clearly with colleagues and client groups involved	
4.6 encourage a calm environment	
4.7 update the control room and/or supervisor with the situation	

Unit Title	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.
Unique Unit Number	H/618/5737
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	The recognised centre is required to ensure that learners: (i) complete a series of assessed tasks contained within their learner portfolio, provided by 1st4sport (ii) demonstrate their competence as an event steward supervisor during two different live events. The 1st4sport Learner Portfolio and the practical demonstration are inclusive of all assessment criteria. Successful completion will result in the achievement of qualification. The qualification is graded as pass/fail and learners who do not pass are able to resubmit new evidence for reassessment.

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

Assessment Criteria The learner can:	Indicative Delivery Content
1.1 describe how to communicate with client groups	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

1.2 describe the types of conflict situations that are likely to arise	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
1.3 identify the correct responses for each of these types of situations	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

1.4 explain the role of effective communication in reducing conflict	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
1.5 explain the importance of showing respect for client groups, their property, their rights and their needs	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

1.6 explain how to use non-discriminatory and non-offensive behaviour and language to manage conflict situations	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
1.7 explain how to use non-verbal communication to manage conflict situations	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

Learning Outcome: 2. understand how to follow procedures to resolve conflict situations	
Assessment Criteria The learner can:	Indicative Delivery Content

2.1 describe methods of assessing risk in conflict situations	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
2.2 explain the importance of understanding client group needs and perceptions	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

2.3 describe ways of maintaining own personal safety	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
2.4 state the incident management procedures	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

2.5 identify methods of collecting information	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs
2.6 explain the importance of recording and reporting information	Client groups – all groups to be covered when assessing knowledge: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials and of all of the following client behaviours to be covered when assessing knowledge: 1. cooperative 2. uncooperative 3. intoxicated 4. emotional 5. with limited understanding of English 6. with additional communication needs 7. with different physical needs

Learning Outcome: 3. be able to engage with client groups in conflict situations

Assessment Criteria The learner can:	Indicative Delivery Content
3.1 communicate with client groups politely and clearly	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials
3.2 explain to client groups what their role is and what is expected of them	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials
3.3 remain alert to verbal and non-verbal communication pertaining to danger cues	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials

Learning Outcome: 4. be able to follow procedures to resolve conflict situations

Assessment Criteria The learner can:	Indicative Delivery Content

4.1 assess the risk or threat to themselves and others in the situation	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials
4.2 assess the seriousness of the situation and the behaviour of the individual(s) involved.	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials
4.3 maintain their own personal safety	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials
4.4 follow incident management procedures to resolve the situation	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials

4.5 collect, record and report information about the situation	Client groups - a minimum of four of the below must be covered when assessing competence: 1. spectators 2. workforce 3. contractors 4. regulatory bodies 5. media 6. emergency services 7. athletes 8. artists 9. event officials

Unit Title	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.
Unique Unit Number	K/618/5738
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	The recognised centre is required to ensure that learners: (i) complete a series of assessed tasks contained within their learner portfolio, provided by 1st4sport (ii) demonstrate their competence as an event steward supervisor during two different live events. The 1st4sport Learner Portfolio and the practical demonstration are inclusive of all assessment criteria. Successful completion will result in the achievement of qualification. The qualification is graded as pass/fail and learners who do not pass are able to resubmit new evidence for reassessment. Learners must provide evidence of attending first aid training or attaining a recognised first-aid award before completing this unit.

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

Assessment Criteria The learner can:	Indicative Delivery Content
1.1 outline basic principles of risk assessment	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

1.2 outline the types of incidents that may occur	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.3 describe the organisation's incident management procedures	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.4 describe the procedures involved in dealing with incidents	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

1.5 describe the procedure to request qualified assistance	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.6 describe how to deal with incidents before qualified assistance arrives	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.7 explain how to protect the casualty and others involved from further harm	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

1.8 outline how to provide comfort and reassurance	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.9 outline important information to provide to the client groups involved	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
1.10 outline incident reporting	Types of incidents - all must be covered when assessing for knowledge: 1. fire 2. medical 3. crowd disorder 4. terrorism 5. environmental 6. chemical 7. missing persons Qualified assistance - all must be covered for knowledge: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

Learning Outcome: 2. be able to deal with incidents at spectator events	
Assessment Criteria The learner can:	Indicative Delivery Content

2.1 assess the situation for hazards and risks	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
2.2 protect any casualty and other people involved from further harm	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
2.3 call for qualified assistance	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

2.4 give the qualified assistance information about the incident	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
2.5 provide the people involved in the incident with instructions according to the organisation's incident management procedures	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services
2.6 carry out your role according to the organisation's incident management procedures	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

2.7 follow procedures for reporting the incident	Hazards - numbers one and two must be covered as a minimum as part of assessing competence: 1. safety 2. security 3. hygiene 4. environmental 5. faulty equipment 6. structural Qualified assistance - all must be covered for competence: 1. first aid trained staff 2. medical staff 3. fire marshal 4. emergency services

Unit Title	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	M/618/5739
Unit Assessment Method(s)	- Coursework - Portfolio of Evidence - Practical Demonstration/Assignment
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:	Indicative Delivery Content
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:	Indicative Delivery Content
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:	Indicative Delivery Content
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	

Learning Outcome: 4. be able to work effectively with colleagues	
Assessment Criteria The learner can:	Indicative Delivery Content
4.1 establish a working relationship with colleagues	
4.2 communicate with colleagues clearly	
4.3 maintain standards of professional behaviour	
4.4 carry out own duties and commitments to colleagues as agreed	
4.5 communicate in good time when is not possible to carry out own duties and commitments to colleagues as agreed	
4.6 ask for help and information when needed	
4.7 provide colleagues with help and information when they need it following organisational procedures	
4.8 contribute to team discussions	
4.9 follow the correct procedures in case of disagreements or problems with colleagues	

Learning Outcome: 5. be able to improve own work

Assessment Criteria The learner can:	Indicative Delivery Content
5.1 evaluate all aspects of own work	
5.2 ask colleagues for feedback on their work	
5.3 handle feedback positively	
5.4 work with a relevant person to identify areas of strengths and areas for improvement	
5.5 take part in relevant training and development activities	
5.6 regularly review personal development	

Learning Outcome: 6. be able to help to improve the work of the organisation

Assessment Criteria The learner can:	Indicative Delivery Content
6.1 obtain customer feedback on the services the organisation provides	
6.2 identify ways the team could improve services	
6.3 suggest these to improvements relevant colleagues following organisational procedures	
6.4 discuss how to implement these changes to improve services	
6.5 help to change services so that they meet customer needs and expectations	

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):

The recognised centre must apply the workforce requirements outlined in the centre handbook. As a work based qualification, the requirement is to hold and not be working towards.

In addition to this tutor/assessors are required to hold 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.

Assessor(s):

The recognised centre must apply the workforce requirements outlined in the centre handbook. As a work based qualification, the requirement is to hold and not be working towards.

In addition to this tutor/assessors are required to hold 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):

The recognised centre must apply the workforce requirements outlined in the centre handbook. As a work based qualification, the requirement is to hold and not be working towards.

In addition to this 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

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

Additional Qualification Requirements

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

In addition further qualification specific requirements are:

- a practical space for demonstrations and simulated activities to be delivered.

This qualification is regulated by Ofqual (603/6920/6) and CCEA .