

Overview

This standard is about preparing yourself as a steward and checking the facility before an event.

The main outcomes of this standard are:

1. Prepare for stewarding activities
2. Identify and deal with physical hazards

This standard is for stewards and other similar staff working directly with spectators to ensure their safety and welfare.

Prepare for spectator events

Performance criteria

You must be able to:

Prepare for stewarding activities

1. carry out your role in line with **agreed standards**
2. follow the registration procedures
3. collect your passes, identification and all necessary **resources** as required
4. attend the pre-event briefing
5. note all the necessary **information** which is given at the pre-event briefing

Identify and deal with physical hazards

6. follow venue procedures to check equipment and facilities
7. familiarise yourself with your designated area and identify any **hazards**
8. take **action** appropriate to the **hazards**, following agreed procedures
9. report the situation and what you have done to your supervisor

Prepare for spectator events

Knowledge and understanding

You need to know and understand:

Prepare for stewarding activities

1. the legal, organisational and venue requirements covering the type of event
2. the manner in which you are expected to undertake your role
3. the registration procedures
4. where to collect passes, identification and any other **resources** required
5. the importance of attending the pre-event briefing
6. the **information** to be noted

Identify and deal with physical hazards

7. the procedures for checking equipment and facilities
8. the procedures for identifying **hazards**
9. the criteria used to assess **hazards**
10. the legal and organisational procedures for taking corrective **action** and the reporting of **hazards**

Prepare for spectator events

**Scope/range related
to performance
criteria**

agreed standards

1. venue requirements
2. organisational requirements

resources

1. briefing notes
2. safety equipment
3. security equipment
4. emergency equipment
5. personal protective equipment
6. handbook
7. notepad and pen

information

1. potential hazards and risks
2. stewarding procedures
3. venue rules
4. equipment
5. safety equipment
6. security equipment
7. emergency equipment
8. signs and notices
9. pre-event timings
10. emergency procedures, relevant code words and assembly points
11. the pre-event routines

hazards (must cover safety and security hazards as a minimum)

1. safety hazards
2. security hazards
3. fire hazards
4. hygiene hazards
5. faulty emergency equipment
6. environmental hazards

Prepare for spectator events

action

1. dealing with the hazard personally
2. reporting the hazard to others

Prepare for spectator events

Scope/range related to knowledge and understanding

- resources**
1. briefing notes
 2. safety equipment
 3. security equipment
 4. emergency equipment
 5. personal protective equipment
 6. handbook
 7. notepad and pen

information

1. potential hazards and risks
2. stewarding procedures
3. venue rules
4. equipment
5. safety equipment
6. security equipment
7. emergency equipment
8. signs and notices
9. pre-event timings
10. incident management procedures, relevant code words and assembly points
11. the pre-event routines

hazards (must cover safety and security hazards as a minimum)

1. safety hazards
2. security hazards
3. fire hazards
4. hygiene hazards
5. faulty emergency equipment
6. environmental hazards

action

1. dealing with the hazard personally
2. reporting the hazard to others

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Taking personal responsibility for making things happen
3. Showing integrity, fairness and consistency in decision-making
4. Clearly agreeing what is expected of others and holding them to account such as challenging antisocial behaviour
5. Seeking to understand people's needs and expectations
6. Taking responsibility for personal safety
7. Taking pride in delivering high quality work
8. Vigilant for possible hazards and threats
9. Encouraging and supporting others to make the best use of their abilities
10. Advocating safety and welfare as a priority when planning events
11. Taking pride in your appearance and adhering to any organisation or venue dress codes
12. Complying with venues' code of conduct
13. Demonstrating your ability to maintain confidentiality
14. Showing an awareness of safeguarding issues
15. Demonstrating an understanding of basic legal requirements covering disability, discrimination and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Diplomacy
5. Following instructions
6. Leading by example
7. Resilience
8. Sensitivity to others

9. Managing challenging behaviour
10. Mentoring
11. Motivating others
12. Negotiating and compromising
13. Obtaining and providing feedback
14. Valuing and supporting others

Glossary

Agreed procedures

Previously approved procedures which set out the way a venue operates on a daily basis.

Appearance

A visual impression given by setting an agreed minimum standard with regards to appropriate dress and conduct.

This includes wearing the appropriate clothing, presenting a professional image, being polite, attentive, courteous and helpful and having the correct identification.

Area

A specified part of a venue that could include confined areas, open areas, public areas (front of house) and non-public areas (back of house).

Assess

To gather, consider and evaluate all the relevant information.

Communication (resources)

The technology and systems used for sending and receiving messages. This could include notebooks for recording incidents, or communications equipment such as radios, PA systems, telephones or TV screens.

Communicate

The exchange of information through verbal and non-verbal methods.

Designated area

The area for which the stewarding personnel is responsible for.

Designated points (positions)

The location of the steward as determined by the safety officer and detailed in the Organisational Procedures.

Emergency

An event or situation which poses a threat to the safety, security and welfare of a person, place or environment.

Emergency services

Police, Fire and Rescue, and Health agencies.

Event

An organised occasion that members of the public attend. For example: sporting, musical or religious gatherings.

Hygiene hazards

For example, leaking waste pipes, effluent sewage and unsanitary toilets.

Incident management procedures

The Organisational Procedures for dealing with incidents

Physical hazard

Something that has the potential to cause harm. For example: unsafe structures, defective lighting and signage, litter and debris, spillages and blocked exits.

Report

A spoken or written account that gives information about a particular subject, situation, or event.

Resources

The equipment and personnel you need to do your job effectively.

Steward

A paid or volunteer employee whose primary role is to ensure the safety and welfare of all spectators.

Venue

The location of the event, whether sporting or non-sporting.

Links to other NOS [SKASS2](#), [SKASS3](#), [SKASS4](#), [SKASS5](#), [SKASS6](#)

Prepare for spectator events

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