

Deal with incidents

Overview

Play, sport and recreation always involves an element of challenge and risk, and accidents will happen from time to time. It is very important that all members of staff are competent to deal with incidents.

The main outcome of the standard is:

1. Deal with incidents

This standard is for staff working in sport and recreation or play facilities.

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Performance criteria

You must be able to:

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1. assess the situation and identify **hazards**
2. take action to address the situation
3. protect any casualty and other people involved from further harm
4. call for **qualified assistance**
5. provide reassurance and comfort to those involved
6. give the **qualified assistance** information according to the organisation's incident management procedures
7. follow the incident management procedures, as required
8. maintain the safety of the **people** involved
9. give the **people** involved in the incident instructions according to the organisation's incident management procedures
10. carry out your role according to the organisation's incident management procedures
11. follow procedures for reporting the incident
12. report any problems with the incident procedures to the relevant colleague

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Knowledge and understanding

You need to know and understand:

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1. the procedures involved in dealing with incidents promptly, calmly and correctly
2. the types of incidents that may occur
3. how to deal with incidents before **qualified assistance** arrives
4. the procedure to request **qualified assistance**
5. how to provide comfort and reassurance
6. the venue incident management procedure
7. how to protect the casualty and others involved from further harm
8. your responsibilities for reporting accidents and the procedures you should follow
9. the emergency procedures in your place of work for fires, security incidents and missing persons
10. what information is important to give to the **people** involved
11. the types of problems that may occur when you are carrying out incident management procedures, why you should report them and who you should report them to

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Scope/range related hazards (must cover safety and security hazards as a minimum)

**to performance
criteria**

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

qualified assistance

1. first aid trained staff
2. medical staff
3. fire marshall
4. emergency services

people

1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. athletes
7. emergency services
8. athletes
9. artists
10. event officials

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**Scope/range related
to knowledge and
understanding**

qualified assistance

1. first aid trained staff
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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. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account such as challenging antisocial behaviour
8. Seeking to understand people's needs and expectations
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. 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

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2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Delegating
5. Diplomacy
6. Empowering others
7. Following instructions
8. Leading by example
9. Resilience
10. Sensitivity to others
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. 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.

Casualty

Any person who has suffered an injury or illness.

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.

Hygiene hazards

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

Incident management procedures

The Organisational Procedures for dealing with incidents

Qualified assistance

Someone who is regarded as occupationally competent within their identified role. For example: the onsite first aider or a member of the emergency services.

Report

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

SKASS5 SQA Unit Code - (HD8E 04)



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Links to other NOS SKASS1, SKASS2, SKASS3, SKASS4, SKASS6, SKASS7, SKASS8, SKASS9, SKASS10, SKASS11, SKASS12, SKASS13

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