



National Unit specification: general information

Unit title: Plan, Complete and Conclude Stewarding Activities

Unit code: H1N3 11

Superclass: QH

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Version: 01

Summary

The purpose of the Unit is to enable candidates to complete the Knowledge and Understanding aspects of the SVQ Spectator Safety at level 2, for stewarding at sporting or other events. Candidates will develop the necessary knowledge to be able to plan, complete and conclude stewarding activities at sporting or other events, by explaining the principle duties and the timeline of stewarding duties. Candidates will also be required to describe the importance of team briefings, checking areas, dealing with hazards before and after the event as well as explaining the importance of teamwork, communication and gathering feedback to assist with own performance and improving practice.

Outcomes

- 1 Explain the preparation for stewarding at sporting or other events.
- 2 Describe the role of stewards during the sporting or other events.
- 3 Explain the role of the steward at the conclusion of the sporting or other events.

Recommended entry

While entry is at the discretion of the centre, candidates would normally be expected to have an interest in stewarding sporting and other spectator events. There are no formal qualifications required to undertake this Unit; this qualification is suitable for candidates who wish to consider working in the spectator safety sector.

Credit points and level

1 National Unit credit at SCQF level 5: (6 SCQF credit points at SCQF level 5*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

National Unit specification: general information (cont)

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Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

National Unit specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Outcome 1

Explain the preparation for stewarding at sporting or other events.

Performance Criteria

- (a) Explain the principle duties required when preparing for stewarding at events.
- (b) Explain the timeline of stewarding activities before events.
- (c) Describe the importance of contributing to team discussions and team working in preparation for the events.

Outcome 2

Describe the role of stewards during the sporting or other events.

Performance Criteria

- (a) Describe the importance of checking area and equipment as part of the steward's role.
- (b) Explain how to deal with hazards in stewarding area within own level of responsibility.
- (c) Explain the importance of knowing when to ask for assistance during an event.

Outcome 3

Explain the role of the steward at the conclusion of the sporting or other events.

Performance Criteria

- (a) Explain the importance of checking area of responsibility after an event as part of a steward's role.
- (b) Explain the importance of attending debrief meetings after an event.
- (c) Explain the importance of gathering feedback from customers, colleagues and reviewing own performance.
- (d) Explain the importance of making suggestions as a way of improving practice after an event.

National Unit specification: statement of standards (cont)

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Evidence Requirements for this Unit

Evidence is required to demonstrate that candidates meet the requirements of all Outcome and Performance Criteria. This Unit could be assessed by written and/or recorded oral evidence for all Outcomes. Assessments should be conducted under open-book assessment conditions consisting of restricted response questions.

Candidates will need to provide evidence to demonstrate their knowledge and understanding of this Unit by showing that they can:

Outcome 1

- ◆ Answer two questions relating to the principle duties required when preparing for stewarding at events.
- ◆ Answer two questions relating to the timeline of stewarding activities before an event.
- ◆ Answer two questions relating to the importance of contributing to team discussions in preparation for an event.
- ◆ Answer two questions relating to the importance of teamwork in preparation for an event.

Outcome 2

- ◆ Answer four questions relating to the importance of checking stewarding area and equipment.
- ◆ Answer three questions relating to dealing with hazards in stewarding area.
- ◆ Answer two questions relating to the importance of asking for assistance.

Outcome 3

- ◆ Answer two questions relating to the importance of checking own area of responsibility.
- ◆ Answer two questions relating to the importance of attending debrief meetings.
- ◆ Answer two questions relating to the importance of gathering feedback and reviewing own performance.
- ◆ Answer one question relating to improving practice and making suggestions.

An Assessment Support Pack has been produced for this Unit. Centres wishing to produce their own Instruments of Assessment should refer to the Assessment Support Pack to ensure that they are of a comparable standard.

National Unit specification: support notes

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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is designed to demonstrate the knowledge and understanding of the relevant roles and responsibilities of stewards at events. It enables the candidate to understand the relevant roles in relation to the preparation and conclusion of stewarding duties and the role of stewards during the event.

Outcome 1

Candidates will be expected to know and understand what is involved in relation to the preparation for stewarding at sporting or other events.

- ◆ Legal responsibilities.
- ◆ Appearance and behaviour of stewards.
- ◆ Registration and briefings.
- ◆ Specific event health and safety issues, including code words and assembly points.
- ◆ Health and Safety, safety handbooks.
- ◆ Pre-event routines and timings.
- ◆ Ensuring that codes of practice are upheld.
- ◆ Importance of effective teamwork.
- ◆ Contributing to discussions.
- ◆ Dealing with conflict with colleagues/managers.

Outcome 2

Candidates will be expected to know and understand what is involved in relation to the role of the stewards during the sporting or other events.

- ◆ Checking allocated areas and equipment, what to look for.
- ◆ Dealing with issues/hazards found and correct reporting procedures.
- ◆ Communication and collection of information.
- ◆ Establishing good working relationships with colleagues and managers.
- ◆ Importance of carrying out duties as agreed/warn colleagues if you cannot.
- ◆ Situations where you may need help from colleagues or situations where you should not provide help.



National Unit specification: support notes (cont)

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Outcome 3

Candidates will be expected to know and understand what is involved in relation to the steward's roles at the conclusion of the sporting or other events.

- ◆ Checking areas.
- ◆ Debrief.
- ◆ Making suggestions to improve services to customers.
- ◆ Assessing own performance and discussing personal development (further training/development).
- ◆ Colleagues/customer feedback on own performance.
- ◆ Dealing with criticism.

Guidance on learning and teaching approaches for this Unit

This Unit should be delivered in with the Units: *Roles and Responsibilities of Stewarding, Identify Hazards and Risks in Stewarding Area*. Integration of these Units may be beneficial to the learning, teaching and assessment of this Unit.

Information should be provided to candidates on:

- ◆ The principle duties required for preparing for stewarding, the main roles and responsibilities.
- ◆ Pre-event briefings and checks including timeline of the event.
- ◆ How to check equipment and areas where stewards would be operating, dealing with broken and unserviceable equipment.
- ◆ Dealing with hazards in stewarding area within steward's role and level of responsibility.
- ◆ Post-event checking steward's area of responsibility and attending debrief meetings.
- ◆ Gathering feedback and reviewing performance.
- ◆ Making suggestions and contributing to improving practice.
- ◆ Contributing to team discussions and team working.
- ◆ Asking for assistance, managers, supervisors, other agencies.

National Unit specification: support notes (cont)

Unit title: Plan, Complete and Conclude Stewarding Activities

Guidance on approaches to assessment for this Unit

Evidence is required to demonstrate that candidates meet the requirements of all Outcomes and Performance Criteria. The use of multiple choice questioning may be best to confirm the candidate's knowledge and understanding of this Unit, however use of other types of questioning may be beneficial to the completion of this Unit, such as assessments recorded through professional discussion and restricted response questions.

For the successful completion, the candidate should:

Outcome 1

- ◆ Answer two questions relating to the principle duties required when preparing for stewarding at events.
- ◆ Answer two questions relating to the timeline of stewarding activities before an event.
- ◆ Answer two questions relating to the importance of contributing to team discussions in preparation for an event.
- ◆ Answer two questions relating to the importance of teamwork in preparation for an event.

Outcome 2

- ◆ Answer four questions relating to the importance of checking stewarding area and equipment.
- ◆ Answer three questions relating to dealing with hazards in stewarding area.
- ◆ Answer two questions relating to the importance of asking for assistance.

Outcome 3

- ◆ Answer two questions relating to the importance of checking own area of responsibility.
- ◆ Answer two questions relating to the importance of attending debrief meetings.
- ◆ Answer two questions relating to the importance of gathering feedback and reviewing own performance.
- ◆ Answer one question relating to improving practice and making suggestions.

Examples of the entire above criterion can be found in the *“Guidance on the content and context for this Unit”* section of this Unit.

There is opportunity within these Outcomes for assessments to be carried out as a series of short answer and/or multiple choice questions, covering all the criteria. However, there may be scope for more integrative approaches to assessment within the Performance Criterion within these Outcomes.

National Unit specification: support notes (cont)

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Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by *Information and Communication Technology* (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Opportunities for developing Core Skills

While undertaking this Unit, the candidate is required to demonstrate that they have the knowledge and understanding of aspects within spectator stewarding at sporting or other events.

By doing this they will need to effectively communicate with others, therefore there may be opportunities for candidates to develop aspects of the Core Skill in *Communication*.

Candidates will be required to carry out the necessary roles and responsibilities required as a steward. This task may involve working with other members of their peer group or other people within the industry; therefore it may present opportunities to develop aspects of the Core Skills *Working with Others*, *Problem Solving* and *Numeracy*.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

History of changes to Unit

Version	Description of change	Date

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