



National Unit specification: general information

Unit title: Identify Hazards and Risks in Stewarding Area

Unit code: H1N2 11

Superclass: QH

Publication date: July 2012

Source: Scottish Qualifications Authority

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 identify hazards and risks in stewarding area at sporting or other events, by explaining the procedures involved of the entry and exit of spectators, maintaining crowd safety and dealing with accidents and emergencies. Candidates will also be required to describe the importance maintaining personal safety, dealing with complaints and problems, completion of reports of incidents explaining the importance of teamwork, communication and providing good customer service.

Outcomes

- 1 Explain the procedures involved in the controlled entry and exit of spectators at sporting or other events.
- 2 Describe the procedures involved in maintaining crowd safety at sporting or other events.
- 3 Explain the procedures for dealing with accidents and emergencies at 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.

National Unit specification: general information (cont)

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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.*

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

Unit title: Identify Hazards and Risks in Stewarding Area

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 procedures involved in the controlled entry and exit of spectators at sporting or other events.

Performance Criteria

- (a) Describe the event rules and regulations regarding entry, refusing entry, searching spectators and expulsion of spectators.
- (b) Explain the importance of maintaining personal safety at all times.
- (c) Explain the basic principles of good customer service.
- (d) Explain how to deal with complaints and problems from spectators and colleagues.
- (e) Describe the procedures to ensure the safe exit of spectators.

Outcome 2

Describe the procedures involved in maintaining crowd safety at sporting or other events

Performance Criteria

- (a) Describe potential crowd problems at events and how to deal with these.
- (b) Explain the steward's roles and responsibilities with regards to conflict situations at events.
- (c) Explain different methods of communication used when working with crowds at events.
- (d) Explain the importance of recording and reporting incidents at events.

Outcome 3

Explain the procedures for dealing with accidents and emergencies at sporting or other events.

Performance Criteria

- (a) Describe the event policies and procedures for dealing with accidents and emergencies at events.
- (b) Explain the types of injuries and illnesses which may occur at events.
- (c) Explain the importance of the steward's role during an accident and emergency situation at events.

National Unit specification: statement of standards (cont)

Unit title: Identify Hazards and Risks in Stewarding Area

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 six questions relating to the event rules and regulations regarding entry, refusing entry, searching spectators and expulsion of spectators.
- ◆ Answer two questions relating to the importance of maintaining personal safety.
- ◆ Answer two questions relating to the basic principles of good customer care.
- ◆ Answer two questions relating to dealing with complaints and problems.
- ◆ Answer two questions relating to the procedures to ensure safe exit of spectators.

Outcome 2

- ◆ Answer five questions relating to potential crowd problems.
- ◆ Answer five questions relating to stewards' roles and responsibilities in conflict situations.
- ◆ Answer two questions relating to different communications used when working with crowds.
- ◆ Answer two questions relating to the importance of recording and reporting incidents.

Outcome 3

- ◆ Answer four questions relating to the event policies and procedures for dealing with accidents and emergencies.
- ◆ Answer two questions relating to the types of injuries and illnesses that may occur at events.
- ◆ Answer two questions relating to the importance of the steward's role during an accident and emergency situation.

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

Unit title: Identify Hazards and Risks in Stewarding Area

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 procedures in relation to the entry and exit of spectators, maintaining crowd safety and dealing with accidents and emergencies at events.

Candidates will be expected to know and understand what is involved in relation to the hazards and risks when carrying out stewarding roles and within their level of responsibility.

Outcome 1

Candidates are expected to know and understand the procedures involved in the controlled entry and exit of spectators at sporting or other events. The content of this Outcome should include:

- ◆ Event rules, roles, legislation, policies and procedures for entry, exit and searching spectators.
- ◆ Monitoring area, controlling queues.
- ◆ Refusing entry, exclusions, trespass.
- ◆ Searching spectators — explanations on why and how to search spectators and the actions required to be taken by the steward.
- ◆ Reasons why issues arise during searches, dealing appropriately with spectators.
- ◆ Identifying and dealing with prohibited items.
- ◆ Correct methods of searching and maintaining own safety at all times.
- ◆ Communication with colleagues/managers.
- ◆ Providing good customer service.
- ◆ Dealing with complaints and problems.

Outcome 2

Candidates are expected to know and understand the procedures involved maintaining crowd safety at sporting or other events. The content of this Outcome should include:

- ◆ Types of conflict situations and correct responses — maintaining observation of crowds and potential, the 3 D's (Dynamic, Density and Distress), understanding the different types of crowd problems and how to resolve these, unexpected crowd movements, local overcrowding, over capacity, separation of individuals or groups, distress, unsociable behaviour, unlawful behaviour, entry to restricted areas.
- ◆ Roles and responsibilities, legal considerations, self-defence.
- ◆ Communication (to spectators and colleagues/supervisors/managers, police, etc) effective questioning and feedback, body language, code words.
- ◆ Record of events and evidence.



National Unit specification: support notes (cont)

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Outcome 3

Candidates are expected to know and understand the procedures for dealing with accidents and emergencies at sporting or other events. The content of this Outcome should include:

- ◆ Event policies and procedures and dealing with casualties according to steward's roles and responsibilities.
- ◆ Types of injuries and illnesses dealing with minor and major.
- ◆ Communication to spectators, colleagues, supervisor and other agencies.
- ◆ Incidents that include fire, security and missing persons.
- ◆ What problems may occur when carrying out emergency procedures, contingency plans.
- ◆ Completion of reports.

Guidance on learning and teaching approaches for this Unit

This Unit should be delivered in with the Units: *Roles and Responsibilities of Stewarding, Plan, Complete and Conclude Stewarding Activities*. Integration of these Units may be beneficial to the learning, teaching and assessment of this Unit.

Information should be provided to candidates on:

- ◆ The event rules and regulations for entry, refusing entry, safe exit, searching spectators and the expulsion of spectators.
- ◆ Knowing their roles, responsibilities and dealing with potential crowd problems.
- ◆ Policies, procedures, roles and responsibilities for dealing with accidents and emergencies, the different types of injuries and illnesses that may occur at events.
- ◆ The importance of recording and reporting of incidents, accidents and emergency situations.
- ◆ Maintaining personal safety at all times.
- ◆ Ensuring that stewards provide good customer service.
- ◆ Ensuring that effective and appropriate communication is used at all times.
- ◆ Dealing with problems and complaints from spectators and colleagues.

National Unit specification: support notes (cont)

Unit title: Identify Hazards and Risks in Stewarding Area

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 six questions relating to the event rules and regulations regarding entry, refusing entry, searching spectators and expulsion of spectators.
- ◆ Answer two questions relating to the importance of maintaining personal safety.
- ◆ Answer two questions relating to the basic principles of good customer care.
- ◆ Answer two questions relating to dealing with complaints and problems.
- ◆ Answer two questions relating to the procedures to ensure safe exit of spectators.

Outcome 2

- ◆ Answer five questions relating to potential crowd problems.
- ◆ Answer five questions relating to stewards' roles and responsibilities in conflict situations.
- ◆ Answer two questions relating to different communications used when working with crowds.
- ◆ Answer two questions relating to the importance of recording and reporting incidents.

Outcome 3

- ◆ Answer four questions relating to the event policies and procedures for dealing with accidents and emergencies.
- ◆ Answer two questions relating to the types of injuries and illnesses that may occur at events.
- ◆ Answer two questions relating to the importance of the steward's role during an accident and emergency situation.

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)

Unit title: Identify Hazards and Risks in Stewarding Area

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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