



## National Unit specification: general information

**Unit title:** Roles and Responsibilities of Stewarding

**Unit code:** H1N4 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 explain the roles and responsibilities of stewarding at sporting or other events, by explaining roles, responsibilities, health and safety requirements of stewards. Candidates will also be required to describe the basic legal requirements of stewards which cover disability, discrimination, searching of spectators and self-defence, as well as the importance of good communication, team working and risk assessing.

## Outcomes

- 1 Explain the roles and responsibilities of stewards at sporting or other events.
- 2 Explain the health and safety requirements in stewarding at sporting or other events.
- 3 Describe the legal requirements in stewarding 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.

## 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)**

**Unit title:** Roles and Responsibilities of Stewarding

### **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: Roles and Responsibilities of Stewarding**

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 roles and responsibilities of stewards at sporting or other events.

##### **Performance Criteria**

- (a) Describe the roles and responsibilities of a steward.
- (b) Describe the importance of good communication to colleagues and supervisors.

#### **Outcome 2**

Explain the health and safety requirements in stewarding at sporting or other events.

##### **Performance Criteria**

- (a) Explain the health and safety responsibilities, ie the principles of safety guidance and risk assessments in the stewarding role at events.
- (b) Describe the importance of the steward protecting themselves from injury during searches of spectators and during other types of incidents.

#### **Outcome 3**

Describe the legal requirements in stewarding at sporting or other events.

##### **Performance Criteria**

- (a) State the basic legal requirements as a steward.
- (b) Explain the basic legal requirements covering disability, discrimination and safety.
- (c) Explain the basic legal requirements regarding searching spectators.
- (d) Describe the basic legal requirements which cover offences that constitute unlawful behaviour.
- (e) Understand the basic legal requirements which cover self-defence, use of force and detaining people.

## **National Unit specification: statement of standards (cont)**

**Unit title:** Roles and Responsibilities of Stewarding

### **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 five questions relating to the roles and responsibilities of a steward.
- ◆ Answer five questions relating to the importance of good communication to colleagues and supervisors.

#### **Outcome 2**

##### **PC (a)**

- ◆ Answer five questions relating to the principles of safety guidance.
- ◆ Complete a basic risk assessment of a stewarding area.

##### **PC (b)**

- ◆ Answer five questions relating to the protection of stewards from injury while carrying out searches of spectators.
- ◆ Answer five questions relating to the different types of incidents that may occur as a steward.

#### **Outcome 3**

- ◆ Answer two questions relating to the basic requirements of a steward.
- ◆ Answer three questions relating to the basic legal requirements which cover disability, discrimination and safety.
- ◆ Answer two questions relating to the basic legal requirements regarding searching spectators.
- ◆ Answer three questions relating to the basic legal requirements which cover self-defence, the use of force and detaining people.

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: Roles and Responsibilities of Stewarding

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 roles and responsibilities, health and safety responsibilities and the legal requirements in stewarding.

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 roles and responsibilities of stewards at events. The content of this Outcome should include:

- ◆ Basic roles and responsibilities of a steward — events (club) stewards manual, registration, PPE (Personal Protective Clothing), safety certificates and requirements, safety policies, health and safety regulations, operational and communication procedures, specific knowledge for the event, public and non-public areas, relevant people within the event, completion of pre-event routines, accident and emergency procedures, good customer care.
- ◆ Safety handbook — General Match/Event Information/Attendance Times and Criteria, Stewards Roles and Duties, Specific Safety Information, Safety Policy, Ground Rules and Regulation, Emergency Procedures, Fire Procedures, Plan of Stadium/Arena/Event Site Information which should not be provided according to organisational policy — specific intelligence regarding spectators at events, General Organisational Business/Matters, Employees' Personal Details, Financial statements, Covert operations.
- ◆ Communication — to managers, supervisors, other agencies and the importance of passing information and completion of reports, agreed methods of communication; for general and emergency procedures, comprehensive knowledge of specific code/messages

#### Outcome 2

Candidates are expected to know and understand the health and safety responsibilities of stewarding at events. The content of this Outcome should include:

- ◆ Safety guidance at specific events.
- ◆ Basic risk assessments and carrying out checks in stewarding area, risk assessment of physical hazards.
- ◆ Conflict situations.
- ◆ Precautions to take to protect yourself against items which may cause injury during a search; same sex searches, correct methods of carrying out searches to avoid injuries.

## National Unit specification: support notes (cont)

### Unit title: Roles and Responsibilities of Stewarding

- ◆ Correct procedures for dealing with prohibited items: containers, bottles, cans, weapons, fireworks, smoke canisters.
- ◆ Maintaining own personal safety and that of others.
- ◆ Providing a record and report to supervisor, manager, other agencies.

### Outcome 3

Candidates are expected to know and understand the legal requirements in stewarding at events. The content of this Outcome should include:

- ◆ Basic legal requirements for the type of event and your legal responsibilities and powers; The Football Spectators Act 1989, Club Licensing Authority, Club/Event Safety Certificate, Safety of Sports Grounds Act 1975, Club/Event Safety Policy, Club/Event Stewards Manual.
- ◆ Basic legal requirements covering disability, discrimination and safety — Disability Discrimination Act in relation to understanding the commitment and service he/she must provide to the individual/s attending the event/match, eg provide assistance/guidance to the persons seated/viewing location, sanitation, refreshment, first aid facilities. The prime objective in the steward's role is to be fully aware of the emergency procedures and to be able to assist in the safe evacuation/egress of all disabled persons from the stadium — (the steward managing this specific role must have some formal training to work with disabled people).
- ◆ Basic legislation in relation to searching spectators.
- ◆ Offences that constitute unlawful behaviour.
- ◆ Legal considerations covering self-defence and use of force.
- ◆ Common Law as it applies to the defence of self-defence.
- ◆ Situations which you can legally justify the use of force.
- ◆ Basic legal requirements for detaining people and when it is unlawful to detain.

With regards to dealing with self-defence, use of force and detaining people, it is important that the Qualification Spectator Safety should not be confused with Security Stewarding. For stewards at sporting events, their depth of knowledge at this level is only minimum/basic information/awareness of this subject, no in-depth knowledge of self-defence and use of force is required at this level.

### Guidance on learning and teaching approaches for this Unit

This Unit should be delivered in with the Units: *Identify Hazards and Risks in Stewarding Area* and *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 basic roles and responsibilities of stewards at events including their legal responsibilities.
- ◆ The types of communication used such as verbal, non-verbal, communication that cannot be conveyed to spectators.

## National Unit specification: support notes (cont)

### Unit title: Roles and Responsibilities of Stewarding

- ◆ Health and safety responsibilities of stewards which includes safety guidance, conflict situations, maintaining safety at all times.
- ◆ How to carry out a risk assessment and the completion of risk assessment forms.
- ◆ Basic legislation and protection of self during searches and dealing with prohibited items.
- ◆ Understanding of the appropriate records (verbal and written).
- ◆ Legal requirements for the event, disability and discrimination, safety, self-defence and use of force, detaining of people.

### 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 five questions relating to the roles and responsibilities of a steward.
- ◆ Answer five questions relating to the importance of good communication to colleagues and supervisors.

#### Outcome 2

##### PC (a)

- ◆ Answer five questions relating to the principles of safety guidance.
- ◆ Complete a basic risk assessment of a stewarding area.

##### PC (b)

- ◆ Answer five questions relating to the protection of stewards from injury while carrying out searches of spectators.
- ◆ Answer five questions relating to the different types of incidents that may occur as a steward.

#### Outcome 3

- ◆ Answer two questions relating to the basic requirements of a steward.
- ◆ Answer three questions relating to the basic legal requirements which cover disability, discrimination and safety.
- ◆ Answer two questions relating to the basic legal requirements regarding searching spectators.
- ◆ Answer three questions relating to the basic legal requirements which cover self-defence, the use of force and detaining people.

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

## **National Unit specification: support notes (cont)**

### **Unit title: Roles and Responsibilities of Stewarding**

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.

### **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](http://www.sqa.org.uk/assessmentarrangements).



## History of changes to Unit

Version	Description of change	Date

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