

# **Spectator Safety Level 2 NVQ/SVQ Agreed Common Evidence Requirements and Assessment Guidance March 2006**

## **Introduction**

In February 2005, UKCG approved new national occupational standards and a qualification framework for Spectator Safety at level 2. Awarding bodies will shortly be developing and submitting proposals to the regulatory bodies for new NVQs and SVQs based on these new standards. SkillsActive, the SSC for Active Leisure and Learning is anxious to ensure that the Assessment Guidance and Evidence Requirements for these new NVQs and SVQs is as uniform as possible. Therefore it has co-ordinated work across the awarding bodies, with appropriate inputs from Spectator Safety experts and experienced assessors and verifiers, to provide Assessment Guidance and Evidence Requirements for the awarding bodies to implement during the delivery of the new NVQs and SVQs.

This document must be used with close reference to the SkillsActive Assessment Strategy for this NVQ/SVQ.

## **The Need for Holistic Assessment**

This NVQ/SVQ consists of six mandatory units.

### **Mandatory Units**

*All candidates must successfully complete the following units:*

- C29 Prepare for spectator events
  - C210 Control the entry, exit and movement of people at spectator events
  - C211 Monitor spectators and deal with crowd problems
  - C237 Help to manage conflict
  - A52 Contribute to the work of your team
  - C35 Deal with accidents and emergencies
- There is one additional unit. It is:
- C238 Control and detain people at a spectator event for action by the police

Whilst the S/NVQ is broken down into separate units, the work of the spectator safety steward is not. This means that as the candidate does their job they will generate evidence across a number of S/NVQ units. Using this evidence for all the units it relates to is part of Holistic Assessment.

Many of these units cover inter-related responsibilities, for example, C210, C211 and C237 and much of the naturally occurring evidence for these is likely to come from observing the candidate going about their normal day-to-day activities working directly with spectators to ensure their safety and welfare.

For this reason, we recommend that, if the candidate is attempting the whole NVQ or SVQ that inter-related units are assessed together in a holistic manner. In other words, when assessor visits and meetings occur, the assessor is advised not to consider evidence on separate occasions for each of these units, but to visit event venues, consider the candidate's work and identify how the evidence the candidate generates matches the requirements of the inter-related units.

Separate assessments for each of these units should only be necessary if the candidate is not attempting the whole of the NVQ or SVQ, but seeks unit accreditation only. If more than one unit is being attempted, opportunities should also be sought for a 'holistic' approach.

For an S/NVQ to be delivered successfully, with the candidate it is worth noting that the S/NVQ process is one of awarding a qualification to a worker who demonstrates that their work is competent. This means the candidate showing that they meet the criteria laid down in the National Occupational Standards

If a pre-assessment investigation of the candidate indicates that they may not yet be competent, the candidate should undertake appropriate training and/or gain more experience before embarking on their S/NVQ assessment.

As the S/NVQ is about the candidate demonstrating their competence, most of the evidence should come from being observed at work and/or looking at other forms of evidence from the candidate's real work that show how they meet the standard.

The Spectator Safety S/NVQ is not intended as a snapshot of the candidate's work, but rather a qualification that shows they meet the standards consistently. It is expected that their evidence will show that they meet this standard on at least two occasions when the assessor is present and that evidence is also available to indicate the standard is met on occasions when the assessor is not present. These assessment occasions should be separated by a reasonable period of time sufficient to infer consistent practice. We recommend that these occasions are separated by at least two months. In the case of some units, assessors and verifiers should take account of the fact that opportunities for the candidate to generate evidence will be rare and therefore it will be acceptable to use 'historical evidence' – produced before the candidate has actually registered for the N/SVQ. However, this evidence should not be drawn from more than two years before the particular unit is assessed and should be validated as being authentic.

## Assessment Guidance and Evidence Requirements for Each Unit

### Mandatory Units

#### C29 Prepare for spectator events

##### *Evidence of Real Work Activity*

##### What you must do

There must be evidence that the candidate has met all of the requirements listed under 'What you must do' through their own work at real spectator events (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods, for example, observations, looking at products of the candidate's work or using witness testimony from suitably experienced colleagues. There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

##### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- C29.1 a minimum of three types of **other resources**, and all types of **information**
- C29.2 three types of **equipment**, all types of **hazards**, all types of **areas**, and both types of **action**
- C29.3 all types of **areas**

This may be gathered through a combination of assessor observations, witness testimony and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

##### *Simulation*

Realistic simulations may be used for performance criteria C29.2.3, 4, and 5 if there is no naturally occurring evidence.

##### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

##### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand'. In most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as oral questioning, written questions and answers, case studies, reflective accounts, projects and assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.

## **C210 Control the entry, exit and movement of people at spectator events**

### *Evidence of Real Work Activity*

#### What you must do

There must be evidence that the candidate has met all of the requirements listed under 'What you must do' through their own work at real spectator events (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods, for example, observations, looking at products of the candidate's work or using witness testimony from suitably experienced colleagues. There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

#### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- C210.1 a minimum of two types of **resources**, and two types of **people**
- C210.2 a minimum of two types of **people**, and two types of **unauthorised items**
- C210.3 a minimum of two types of **people**, and two types of **problem**

This may be gathered through a combination of assessor observations, witness testimony and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

### *Simulation*

Realistic simulations may be used for performance criteria C210.2.4, 5 if there is no naturally occurring evidence.

### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Supplementary evidence may also be used for C210.2.4 if no naturally occurring evidence is available. Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand' in most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as oral questioning, written questions and answers, case studies, reflective accounts, projects and assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.

## **C211 Monitor spectators and deal with crowd problems**

### *Evidence of Real Work Activity*

#### What you must do

There must be evidence that the candidate has met all of the requirements listed under 'What you must do' through their own work at real spectator events (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods, for example, observations, looking at products of the candidate's work or using witness testimony from suitably experienced colleagues. There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

#### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- C211.1 a minimum of two types of **resources**, two types of **crowds**, all types of **areas** and a minimum of four types of **crowd problems**
- C211.2 a minimum of four types of **crowd problems** all types of **actions**, and a minimum of two types of **people**.

This may be gathered through a combination of assessor observations, witness testimony, professional discussion and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

### *Simulation*

Simulation is not allowed for this unit.

### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand'. In most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as projects, assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.

## **C237 Help to manage conflict**

### *Evidence of Real Work Activity*

#### What you must do

There must be evidence that the candidate has met all of the requirements listed under 'What you must do' through their own work at real spectator events (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods, for example, observations, looking at products of the candidate's work or using witness testimony from suitably experienced colleagues. There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

#### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- C237.1 **all types of ways to communicate**, and a minimum of two types of **people**
- C237.2 **all types of procedure**, and a minimum of two types of **people**

This may be gathered through a combination of assessor observations, witness testimony and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

### *Simulation*

Simulation is allowed for both elements of this unit if there is no naturally occurring evidence. Simulations must meet the criteria contained in the Assessment Strategy for this NVQ/SVQ and must cover all of the requirements listed for this unit.

### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Supplementary evidence may also be used for C237.2.2 if no naturally occurring evidence is available. Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand' in most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as oral questioning, written questions and answers, case studies, reflective accounts, projects and assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.

## **A52 Contribute to the work of your team**

### *Evidence of Real Work Activity*

#### What you must do

Due to the nature of this unit, it is unlikely that naturally occurring evidence, sufficient to meet all the requirements listed under 'What you must do' will be available during assessor observations.

However, there must be evidence from the candidate's work at real spectator events for all these requirements (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods for example observations, using witness testimony from suitable experienced colleagues, and/or other authentic records of the candidate's work (for example, notes of meetings, diaries and/or reflective accounts countersigned by a senior colleague).

There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

#### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- A52.1 a minimum of two types of **colleague**, and all types of **communication**
- A52.2 a minimum of two types of **colleague**
- A52.3 a minimum of two types of **colleague**

This may be gathered through a combination of assessor observations, witness testimony and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

### *Simulation*

Simulation is not allowed for this unit.

### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Questioning is also allowed for A52.1.8 if no naturally occurring evidence is available.

If the candidate's real work or simulated evidence is only appropriate to the minimum requirements shown under 'What you must cover', the remaining items can be assessed by supplementary evidence, for example, questioning, projects or assignments.

### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand'. In most cases this can be done by the assessor questioning the candidate orally. However, other techniques, such as projects, assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something (for example, 'K7 how to communicate with managers in your organisation'). If there is evidence from the candidate's own work at spectator events that they know and understand this technique, there is no requirement for them to be questioned again on this topic.

## **C35 Deal with accidents and emergencies**

### *Evidence of Real Work Activity*

#### What you must do

Due to the nature of this unit, it is unlikely that naturally occurring evidence will be available during assessor observations. If evidence is available from the candidate's work at real spectator events in the past, this may be gathered through witness testimony, and/or other authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague). This evidence must meet all the requirements listed under 'What you must cover'. (With the possible exceptions of those items listed under 'Use of Supplementary Evidence' below).

#### What you must cover

There must also be evidence that the candidate's work at real spectator safety events has met the following requirements:

- C35.1 a minimum of one type of **casualty**, one type **assistance** and one type of **condition**
- C35.2. a minimum of one type of **people involved**

This may be gathered through a combination of assessor observations, witness testimony and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

#### *Simulation*

If no evidence is available from either assessor observations or the candidate's past work, simulation is allowed for this unit. Simulations must meet the criteria contained in the Assessment Strategy for this NVQ/SVQ and must cover all of the requirements listed for this unit.

#### *Use of Supplementary Evidence*

Supplementary evidence is allowed for the following item under 'What you must do':  
C35.2.5 if no naturally occurring evidence is available.

Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

#### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand'. In most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as projects, assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.

## **ADDITIONAL UNIT**

### **C238 Control and detain people at a spectator event for action by the police**

#### *Evidence of Real Work Activity*

##### What you must do

There must be evidence that the candidate has met all of the requirements listed under 'What you must do' through their own work at real spectator events (with the possible exceptions of those items listed under 'Use of Supplementary Evidence' below). Evidence may be gathered through a combination of methods, for example, observations, looking at products of the candidate's work or using witness testimony from suitably experienced colleagues. There must be sufficient evidence to ensure that the candidate can meet the requirements on a consistent basis.

##### What you must cover

There must also be evidence that the candidate's work at real spectator events has met the following requirements:

- C238.1 a minimum of two types of **people**
- C238.2 a minimum of two types of **people**

This may be gathered through a combination of assessor observations, witness testimony, professional discussion and/or authentic records of the candidate's work (for example, diaries and/or reflective accounts countersigned by a senior colleague).

If the candidate only provides the minimum coverage of 'What you must cover' from their work as shown above, the remaining items under this heading must be assessed through the use of Supplementary Evidence (see below).

#### *Simulation*

Simulation is allowed for both elements of this unit if there is no naturally occurring evidence. Simulations must meet the criteria contained in the Assessment Strategy for this NVQ/SVQ and must cover all of the requirements listed for this unit.

#### *Use of Supplementary Evidence*

Supplementary evidence should only be used for items under 'What you must cover' that do not require evidence of real work activity. Supplementary evidence may be gathered through professional discussion, projects, assignments or case studies.

#### *Knowledge and Understanding*

There must be evidence that the candidate possesses all of the knowledge and understanding shown in the section headed 'What you must know and understand'. In most cases this can be done by a professional discussion between the candidate and assessor. However, other techniques, such as projects, assignments and/or reflective accounts may also be appropriate.

Assessors should note that some of the knowledge and understanding items require the candidate to show that they know and understand how to do something. If the assessor can reasonably infer from the candidate's work that they know and understand the required methods and techniques because there is evidence that they have applied them, there is no need for them to be assessed again on this knowledge item, for example through questioning.