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Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)

Qualification handbook
## Contents

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1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification. For a single qualification, use the table below:

<table>
<thead>
<tr>
<th>Qualification title and level</th>
<th>Level 2 Award in Understanding Stewarding at Spectator Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Guilds qualification number</td>
<td>6851-02</td>
</tr>
<tr>
<td>Ofqual accreditation number</td>
<td>500/5659/1</td>
</tr>
<tr>
<td>Last registration date</td>
<td>31/12/2010</td>
</tr>
<tr>
<td>Last certification date</td>
<td>31/12/2012</td>
</tr>
</tbody>
</table>

The Level 2 Award in Understanding Stewarding at Spectator Events (6851-02) aims to:

- meet the needs of candidates who work or want to work as a steward in the Active Leisure and Learning sector. This may include any event from sports (ie football, rugby, cricket, motorsport, horseracing) to music festivals, rock and pop concerts, parades or carnivals
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the spectator safety industry
- contribute to the knowledge and understanding towards the related Level 2 NVQ in Spectator Safety
- serve as part of a technical certificate in the Active Leisure and Learning Apprenticeship Framework
- provide valuable accreditation of skills and/or knowledge for candidates, without requiring or proving occupational competence

Specialist Learning (SL) offers young people the opportunity to study a particular topic in more depth or broaden their studies through complementary learning. This qualification is currently awaiting approval as SL from SkillsActive and OfQual for the Diploma in Sport and Active Leisure. For further information please contact sport@cityandguilds.com
## 1.1 Qualification structure

To achieve the Level 2 Award in Understanding Stewarding at Spectator Events (6851-02), learners must achieve 5 credits from the four mandatory units.

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required combination of units and/or credits.

<table>
<thead>
<tr>
<th>Accreditation unit reference</th>
<th>City &amp; Guilds unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y/501/8958</td>
<td>201</td>
<td>How stewards prepare for spectator events</td>
<td>Mandatory</td>
<td>1</td>
</tr>
<tr>
<td>L/501/8956</td>
<td>202</td>
<td>How stewards control the entry, exit and movement of spectators at events</td>
<td>Mandatory</td>
<td>2</td>
</tr>
<tr>
<td>D/501/8959</td>
<td>203</td>
<td>How to respond to injuries, illnesses and other emergencies in active leisure and learning</td>
<td>Mandatory</td>
<td>1</td>
</tr>
<tr>
<td>R/501/8957</td>
<td>204</td>
<td>How stewards monitor crowds and deal with potential crowd problems</td>
<td>Mandatory</td>
<td>1</td>
</tr>
</tbody>
</table>
1.2 Opportunities for progression
On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Level 2 NVQ in Spectator Safety

1.3 Qualification support materials
City & Guilds also provides the following publications and resources specifically for this qualification:

<table>
<thead>
<tr>
<th>Description</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Pack</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a> (stock code EN-02-6851)</td>
</tr>
<tr>
<td>Fast-track approval forms</td>
<td><a href="http://www.cityandguilds.com/sport">www.cityandguilds.com/sport</a></td>
</tr>
</tbody>
</table>
2 Centre requirements

This section outlines the approval processes for centres to offer this qualification and any resources that centres will need in place to offer the qualifications including qualification-specific requirements for centre staff.

Centres already offering City & Guilds qualifications in this subject area
Centres approved to offer the qualification Level 2 NVQ in Spectator Safety may apply for approval for the new Level 2 Award in Understanding Stewarding at Spectator Events using the fast-track approval form, available from the City & Guilds website.

Centres may apply to offer the new qualification using the fast-track form
• providing there have been no changes to the way the qualifications are delivered, and
• if they meet all of the approval criteria specified in the fast-track form guidance notes.

Fast-track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the standard Qualification Approval Process. It is the centre’s responsibility to check that fast-track approval is still current at the time of application.

2.1 Human resources
Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:
• be technically competent in the area for which they are delivering training and/or have experience of providing training; this knowledge must be at least to the same level as the training being delivered
• have recent relevant experience in the specific area they will be assessing
• be occupationally knowledgeable in the area of Spectator Safety for which they are delivering training; this knowledge must be at least to the same level as the training being delivered
• have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers
While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualification.

Continuing professional development (CPD)
Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.


**Candidate entry requirements**
Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

**Age restrictions**
This qualification is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.
Understanding Stewarding at Spectator Events Sector
Progression Routes

<table>
<thead>
<tr>
<th>Occupational Roles</th>
<th>Relevant Qualifications</th>
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<tbody>
<tr>
<td>Sport, Safety and Security Management</td>
<td>BSc (Hons) Risk and Security Management</td>
<td>5</td>
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<tr>
<td>Spectator Control Manager</td>
<td>Level 4 NVQ in Spectator Safety Management</td>
<td>4</td>
</tr>
<tr>
<td>Spectator Control Officer/Supervisor</td>
<td>Level 3 NVQ in Spectator Safety</td>
<td>3</td>
</tr>
<tr>
<td>Spectator Safety Officer</td>
<td>Level 2 VRQ in Understanding Stewarding at Spectator Events, Level 2 NVQ in Spectator Safety</td>
<td>2</td>
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<tr>
<td>Junior Leisure Centre Assistant Induction</td>
<td>Level 1 Certificate in Sport &amp; Leisure</td>
<td>1</td>
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ENTRY LEVEL

Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)
3 Units

Availability of units
The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) www.accreditedqualifications.org.uk

Structure of units
The units in this qualification are written in a standard format and comprise the following:
• City & Guilds reference number
• title
• level
• credit value
• unit aim
• information on assessment
• learning outcomes which are comprised of a number of assessment criteria

Summary of units

<table>
<thead>
<tr>
<th>City &amp; Guilds unit number</th>
<th>Unit title</th>
<th>QCF unit number</th>
<th>Credits</th>
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</thead>
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<td>201</td>
<td>How stewards prepare for spectator events</td>
<td>Y/501/8958</td>
<td>1</td>
</tr>
<tr>
<td>202</td>
<td>How stewards control the entry, exit and movement of spectators at events</td>
<td>L/501/8956</td>
<td>2</td>
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<tr>
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<td>How to respond to injuries, illnesses and other emergencies in active leisure and learning</td>
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<td>1</td>
</tr>
<tr>
<td>204</td>
<td>How stewards monitor crowds and deal with potential crowd problems</td>
<td>R/501/8957</td>
<td>1</td>
</tr>
</tbody>
</table>
Unit 201  How Stewards Prepare for Spectator Events

Level: 2

Credit value: 1

Unit aims
This unit covers the knowledge and understanding that stewards at spectator events require concerning their roles and responsibilities, how they should prepare for spectator events and how to check a venue for hazards. The unit only covers managing a situation until a trained first aider arrives. It does not require knowledge or skills in first aid.

Learning outcomes
There are three outcomes to this unit. The candidate will be able to:
201.1 Understand the roles and responsibilities of stewards and other staff at spectator events
201.2 Know how stewards prepare for their duties at spectator events
201.3 Know how stewards check for and respond to hazards at spectator event venues

Guided learning hours
It is recommended that 10 hours should be allocated for this unit. This may be on a full-time or part-time basis.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:
• Unit C29 Prepare for stewarding events.

Key Skills
This unit contributes towards the Key Skills in the following areas:
• Communication
• IT
• Working with others
• Problem solving
• Improving own learning and performance

Assessment and grading
This unit will be assessed by a multiple-choice test rated pass/fail only.
Underpinning knowledge

The candidate will be able to:
1. outline the importance of safety at spectator events
2. describe the contribution that stewards make to the provision of safety and customer service
3. give examples of different types of events at which stewarding takes place
4. identify the basic legal requirements for a spectator event
5. identify the different roles and responsibilities of stewards at a spectator event
6. outline why it is important for stewards to work together as a team
7. state the legal limitations of stewards at spectator events
8. list the roles and responsibilities of other people involved in spectator safety at an event
9. describe how the roles and responsibilities of other people relate to the stewarding team
10. give examples of guidance documents on stewarding at events and how to access these
11. outline how different spectator event policies and procedures may affect the steward's role
12. outline why it is important for stewards to continue to develop themselves in their job role.

Range

Importance
Crowd control, safety of venue, security of venue, safety of self and others, spectator experience, success of the event

Types of events:
Sport, music, festivals, tournaments, carnivals, exhibitions

Basic legal requirements
Safety certificate, contingency plans, relevant policies, health & safety, compliance with the Disability Discrimination Act

Roles (Stewards)
Customer care, fire, response, searching, car park, hospitality, exit gate

Responsibilities (Stewards)
Customer care, safety, security, information provision

Legal limitations
Section three of the Criminal Law Act (reasonable, necessary and the force should be proportionate), the law does not allow retaliation – only to defend yourself and others

Roles (others)
Safety officer, deputy safety officer, stadium manager, chief steward, stewarding supervisors, emergency services, control room operators (radio and CCTV)
Guidance documents
Guide to Safety at Sports Grounds (Green Guide), Safety certificate, event policies and procedures, stewarding handbook

Policies
Searching policy, ejection policy

Important
up to date knowledge, personal advancement, safety of customers
Underpinning knowledge

The candidate will be able to:
1. describe appropriate standards of appearance for stewards at spectator events
2. describe appropriate standards of behaviour for stewards at spectator events
3. outline why it is important for stewards to wear correct identification at all times
4. outline the content of a typical spectator event safety handbook
5. outline why registration, briefing and pre-event routines are important
6. list the typical pre-event routines that stewards could be involved in
7. identify the resources stewards could receive at registration and briefing
8. outline why it is important for stewards to look after the resources they receive
9. outline the procedures stewards should follow to check their resources and report faults
10. outline why it is important for stewards to take note of information provided at briefings
11. list the types of information stewards could be given at a briefing.

Range

Standards of appearance
As per venue policy: to include dressing appropriately to the job role, personal grooming

Standards of behaviour
Unbiased and professional manner at all times, conduct, attitude, initiative, standards, time management, punctuality, dependability, self-control, respect for others

Important
Allows others to identify their role, complaint or praise

Content
Specific policies relating to their role, stewards code of conduct, explanation of emergency codes, standard of appearance, evacuation procedures

Pre-event routines
Arrive at assigned location at set time, sign in, pick up resources, attend briefing, carry out searches of designated area, check equipment (eg fire extinguishers, stewards emergency phones)

Resources
Identification, notebooks, pens, radios, incident cards, personal protective equipment (PPE), keys, handbook, venue map
Procedures
Venue specific procedures

Information
Equipment required, emergency procedures, relevant code words, assembly points, lines of reporting, specific intelligence
Unit 201
How Stewards Prepare for Spectator Events

201.3
Know how stewards check for and respond to hazards at spectator event venues

Underpinning knowledge

The candidate will be able to:

1. identify the **facilities** in a typical venue that a steward should know the location of
2. identify and interpret the **signage** in a typical venue
3. identify the types of **hazards** that may be found at venues
4. outline the typical procedures for checking different **areas** of a venue for hazards
5. outline the **procedures** that stewards should follow when they identify hazards
6. outline the **importance** of stewards following procedures when they identify hazards.

Range

Facilities
Customer facilities, nearest first aid point, nearest emergency phone, nearest exit

Signage
Emergency exits, first aid points, location of fire fighting equipment, venue specific (eg seating)

Hazards
Something that may cause harm:
Venue: blocked exits, defective signage, slippery surfaces
Crowd: density, security, trips
Security: fire, litter, suspect packages
Equipment: defective lighting, broken seats, faulty emergency equipment

Areas
Confined, open, public, non-public

Procedures
Venue specific, but to include deal with hazards within own limits of responsibility, reporting hazards to others

Importance
Quick rectification of hazard, prevents panic, minimises potential of hazard, avoid unnecessary action (eg cancellation, evacuation)
Unit 202  How Stewards Control the Entry, Exit and Movement of Spectators at Events

Level:  2

Credit value:  2

Unit aims
The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning controlling the entry, movement and exit of people at spectator events, recognising and responding to illegal and prohibited items, giving spectators information and helping them with their problems and dealing with challenging customer behaviour.

Learning outcomes
There are four outcomes to this unit. The candidate will be able to:
202.1 Know how stewards control the entry, exit and movement of spectators at events
202.2 Know how stewards recognise and respond to illegal and prohibited items at spectator events
202.3 Know how stewards help customers with their problems at spectator events
202.4 Know how stewards deal with challenging customer behaviour at spectator events

Guided learning hours
It is recommended that 15 hours should be allocated for this unit. This may be on a full-time or part-time basis.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:
- Unit C210 Control the entry, exit and movement of people at spectator events
- Unit C237 Help to manage conflict.

Key Skills
This unit contributes towards the Key Skills in the following areas:
- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance

Assessment and grading
This unit will be assessed by a multiple-choice test rated pass/fail only.
Unit 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.1 Know how stewards control the entry, exit and movement of spectators at events

Underpinning knowledge
The candidate will be able to:
1. outline the legal requirements and powers covering a steward’s right to refuse entry and their right to ask someone to leave a venue
2. describe the procedures stewards should follow when refusing entry or asking someone to leave
3. outline why stewards should give explanations when they are refusing entry or asking someone to leave
4. describe the procedures stewards should follow to supervise spectator entry
5. describe the procedures stewards should follow to control queues
6. describe the procedures stewards should follow to supervise spectator movement between different areas
7. outline why it is important for stewards to monitor their designated area carefully
8. describe the procedures stewards should follow to supervise spectator exit.

Range

Procedures (refusing/asking to leave)
Outline reasons to the customer, inform a supervisor, make a note of the circumstances

Why stewards should give explanations
Avoids potential complaints, customer service, allows customer to modify behaviour

Procedures (spectator entry)
Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, search customers as directed, monitor movements of crowds, provide directions (eg to seating), follow venue specific procedures for refusal of entry

Procedures (control queues)
Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, monitor size of queues and alternatives, monitor signs of crowd distress

Procedures (supervise spectator movement)
Communicate with customers in a clear, polite and friendly manner, monitor signs of crowd distress

Important
Spot potential hazards, identify areas of crowd distress, spot unexpected crowd movements, identify unacceptable behaviour

Procedures (spectator exit)
Monitor designated area as allocated, communicate with customers in a clear, polite and friendly manner, monitor movements of crowds, provide directions (eg nearest exit)
Unit 202  How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.2 Know how stewards recognise and respond to illegal and prohibited items at spectator events

Underpinning knowledge
The candidate will be able to:
1. identify the types of illegal items that spectators may bring to events
2. describe the procedures stewards should follow when they identify illegal items
3. identify the types of items that may be prohibited at different venues and events
4. describe the procedures stewards should follow when they identify prohibited items.

Range

Illegal items
Drugs, firearms, knifes, offensive weapons, fireworks

Procedures (Illegal items)
Maintain the safety of themselves and others, if possible and appropriate seize the illegal item, provide explanation to customer, contact supervisor, contact police if available and appropriate, refuse entry

Prohibited
Alcohol, umbrellas, flags or flag poles, vacuum flasks, bottles/glass, liquids, food

Procedures (prohibited items)
Maintain the safety of themselves and others, provide explanation to customer, contact supervisor, ensure item does not enter the venue
Underpinning knowledge

The candidate will be able to:

1. outline why it is **important** for stewards to provide high standards of customer care at spectator events
2. outline why it is **important** for stewards to take account of diversity and equality when dealing with customers at spectator events
3. describe how stewards should interact with customers at spectator events
4. identify the types of **information** that customers at spectator events may need
5. describe how stewards should respond to different requests for information
6. identify the types of **problem** that customers may have at spectator events
7. identify how stewards should help customers with their **problems**
8. identify the types of customer problems that stewards should refer to someone else
9. outline the **procedures** stewards should follow for **handling complaints**.

Range

**Important (customer care)**
Reduces potential of conflict, good customer experience, repeat business

**Important (diversity and equality)**
Reduces potential of conflict, good customer experience, repeat business, legal consequences on the organisation/steward

**Customers**
Customers from different cultures, customers with a limited understanding of the language being used at the venue, disabled people, VIPs, media representatives

**Information**
Location of main facilities, instructions provided by event/venue, directions, timings, first aid points

**Problems**
Need for information and advice, ticketing problems, missing property, illegal/unsociable behaviour by others

**Procedures (handling complaints)**
Make a note of the complaint, obtain details of the complainant, pass information on as per venue, inform the complainant of the procedure being followed
Unit 202  How Stewards Control the Entry, Exit and Movement of Spectators at Events

202.4 Know how stewards deal with challenging customer behaviour at spectator events

Underpinning knowledge

The candidate will be able to:
1. recognise the types of situations that may cause challenging customer behaviour at spectator events
2. state the limits of stewards' powers and responsibilities when dealing with challenging behaviour
3. describe how stewards should respond to challenging behaviour and prevent it escalating
4. identify the difference between stewards being assertive and being aggressive
5. identify when and how stewards should call for assistance and support
6. outline legal considerations covering self-defence and the reasonable use of force.

Range

Situations
Queues, delayed event, lack of facilities, unlawful/unsociable behaviour, unexpected crowd movements, local overcrowding, over capacity, separation of individuals/groups, attempted entry into restricted areas

How stewards should respond
Remaining calm, showing empathy, communicating clearly, actively listening, using appropriate body language, respecting personal space

When
Not able to deal with the situation on their own

How
Radio, emergency phones, verbally, use of code words

Legal considerations
section three of the Criminal Law Act (reasonable, necessary and the force should be proportionate), the law does not allow retaliation – only to defend yourself and others
Unit 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Level: 2

Credit values: 1

Unit aims
The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning recognising and responding to potential crowd problems and recognising and responding to illegal and unsociable behaviour.

Learning outcomes
There are two outcomes to this unit. The candidate will be able to:
203.1 Know how stewards recognise and respond to potential crowd problems at spectator events
203.2 Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events

Guided learning hours
It is recommended that 10 hours should be allocated for this unit. This may be on a full-time or part-time basis.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:
- Unit C211 Monitor spectators and deal with crowd problems.

Key Skills
This unit contributes towards the Key Skills in the following areas:
- Communication
- IT
- Working with others
- Problem solving
- Improving own learning and performance
- Application of number

Assessment and grading
This unit will be assessed by a multiple-choice test rated pass/fail only.
Unit 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

203.1 Know how stewards recognise and respond to potential crowd problems at spectator events

Underpinning knowledge

The candidate will be able to:
1. outline why it is important for stewards to monitor for potential crowd problems
2. describe how stewards should monitor for potential crowd problems
3. identify the types of potential crowd problem at spectator events
4. state what stewards should do when they identify potential crowd problems
5. outline the procedures stewards are asked to follow in response to different types of crowd problems
6. outline why it is important for stewards to remain calm and follow instructions when there are potential crowd problems
7. identify situations in which stewards may place themselves and others at risk when trying to respond to potential crowd problems
8. identify how stewards can avoid placing themselves and others at risk when trying to respond to potential crowd problems.

Range

Potential crowd problems
Unexpected crowd movements, local overcrowding, overcapacity, distress, separation of individuals and groups, trespass into unauthorised areas

Monitor
Observation, listening

Procedures
Being visible to the crowd, warning/reassuring people, containing a crowd, removing people and objects

Important
Minimise the problem, safety of customers, prevents panic

Situations
Failure to monitor designated area, rushing into an area of concern without sufficient resources, failure to inform supervisors of scope of problem, aggressive behaviour
Unit 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

203.2 Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events

Underpinning knowledge
The candidate will be able to:
1. outline why it is important for stewards to recognise and respond to illegal and unsociable behaviour
2. identify the types of illegal behaviour that may occur at spectator events
3. outline the procedures stewards should follow when they encounter illegal behaviour
4. identify the types of unsociable behaviour that may occur at spectator events
5. outline the procedures stewards should follow when they encounter unsociable behaviour.

Range

Important
Safety of customers, legal requirement, early intervention to minimise problem

Illegal behaviour
Racist chanting, fighting, drug use, smoking

Procedures (illegal behaviour)
Deal with the situation if appropriate, if not report to supervisor (what, when, who, where), respond to instructions

Unsociable behaviour
Intoxication, abusive language, standing in seated areas, lewd behaviour

Procedures (unsociable behaviour)
Deal with the situation if appropriate, if not report to supervisor (what, when, who, where), respond to instructions
Unit 204 How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

Level: 1
Credit value: 1

Unit aims
The aim of this unit is for the candidate to cover the necessary knowledge and understanding that stewards at spectator events require concerning their roles and responsibilities, how they should prepare for spectator events and for checking a venue for hazards.

Learning outcomes
There are two outcomes to this unit. The candidate will be able to:
204.1 Know how to respond to injuries and illnesses on a first on scene basis
204.2 Know how to follow emergency procedures

Guided learning hours
It is recommended that 5 hours should be allocated for this unit. This may be on a full-time or part-time basis.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:

NVQ Level 2 in Spectator Safety NOS 2006:
• Unit C35 Deal with accidents and emergencies.

Key Skills
This unit contributes towards the Key Skills in the following areas:
• Communication
• IT
• Working with others
• Problem solving
• Improving own learning and performance

Assessment and grading
This unit will be assessed by a multiple-choice test rated pass/fail only.
Unit 204  How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

204.1 Know how to respond to injuries and illnesses on a first on scene basis

Underpinning knowledge
The candidate will be able to:
1. outline why it is important to deal with people who are injured or ill promptly, calmly and correctly
2. identify the broad types of injury and illness that may occur
3. outline how to deal with injuries and illnesses on a ‘first on scene’ basis
4. state the types of information and support that should be given to qualified assistance
5. outline why it is important to report accidents and incidents
6. identify the typical procedures for reporting accidents and incidents.

Range

Important
Minimise injury, avoid panic, reassure the casualty, quick resolution

Types of injury and illness
Minor injury/illness (that can be treated on site): Grazed knee, bump on a head, cut finger etc
Major injury/illness (that requires medical assistance): Heart attack, asthma attack, epileptic fit etc

How to deal with injuries and illnesses
Protecting people from further harm, providing comfort and reassurance, referring people to qualified assistance, calling for qualified assistance

Information
Location of casualty, details of incident and witnesses, description of injury or illness, existing medical conditions, current medication of casualty

Important (report accidents and incidents)
Prevention in future, in case of litigation/complaints, identify training needs, allows for contingency plans to be re-written if appropriate, aids in post incident investigations

Procedures
Report to supervisor, complete accident book (if appropriate)
Underpinning knowledge

The candidate will be able to:

1. outline why it is important to respond to emergencies promptly, calmly and correctly
2. identify the types of emergency that may occur
3. outline the procedures for responding to emergencies
4. identify the different roles and responsibilities of people in a workplace for each type of emergency
5. list the types of problems that may occur during emergency procedures
6. outline how to respond to problems during emergency procedures
7. state why problems with emergency procedures should be reported.

Range

Important
Minimise injury, avoid panic, reassures the casualty, quick resolution

Types of emergency
Fire, bomb, flooding, disorder, environmental (eg building/stand collapse)

Procedures
As per event contingency plans

Why
Prevention in future, in case of litigation/complaints, identify training needs, allows for contingency plans to be re-written if appropriate, aids in post incident investigations
4 Assessment

4.1 Summary of assessment methods
For this qualification, candidates will be required to complete the following assessments:
• Knowledge test for each mandatory unit.

City & Guilds provides the following assessments:
• Assignments in Assessment pack (stock code EN-02-6851) using multiple-choice tests.

Time constraints
The following time constraints must be applied to the Assessment of this qualification:
• There is a time limit set by City & Guilds for each test. Please refer to the Assessment pack for more details.
• All assignments must be completed and assessed within the candidate’s period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

4.2 Assignments
Level 2 Award in Understanding Stewarding at Spectator Events assessment pack (stock code 6851-02)

4.3 Test specifications
The test specifications are available per each unit, as follows:

<table>
<thead>
<tr>
<th>Test 1:</th>
<th>6851-02-201</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration:</td>
<td>45 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Outcome</th>
<th>No. of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>Understand the roles and responsibilities of stewards and other staff at spectator events</td>
<td>12</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Know how stewards prepare for their duties at spectator events</td>
<td>8</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>Know how stewards check for and respond to hazards at spectator event venues</td>
<td>5</td>
<td>20</td>
</tr>
</tbody>
</table>

Total 25 100
### Test 2: Unit 6851-02-202
**Duration:** 45 minutes

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Outcome</th>
<th>No. of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>202</td>
<td>Know how stewards control the entry, exit and movement of spectator events</td>
<td>8</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>Know how stewards recognise and respond to illegal and prohibited items at spectator events</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Know how stewards help customers with their problems at spectator events</td>
<td>8</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>Know how stewards deal with challenging customer behaviour at spectator event</td>
<td>6</td>
<td>23</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>26</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

### Test 3: Unit 6851-02-203
**Duration:** 30 minutes

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Outcome</th>
<th>No. of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>203</td>
<td>Know how stewards recognise and respond to potential crowd problems at spectator events</td>
<td>10</td>
<td>67</td>
</tr>
<tr>
<td></td>
<td>Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events</td>
<td>5</td>
<td>33</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>15</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

### Test 4: Unit 6851-02-204
**Duration:** 30 minutes

<table>
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<th>Unit number</th>
<th>Outcome</th>
<th>No. of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>204</td>
<td>Know how to respond to injuries and illnesses on a first on scene basis</td>
<td>7</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>Know how to follow emergency procedures</td>
<td>7</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>14</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
4.4 Recording forms
Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of Recording forms including examples of completed forms, for new and existing centres to use as appropriate.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website, www.cityandguilds.com
5 Course design and delivery
5.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:
- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website, www.cityandguilds.com
Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:
- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.
Appendix 1  Relationships to other qualifications

Key skills

Links to other qualifications and frameworks

City & Guilds has identified the connections to other qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a QCF qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL (QCF handbook)

This qualification has connections to the Level 2 NVQ in Spectator Safety:

- Unit 201 (C29) Prepare for stewarding events
- Unit 202 (C210) Control the entry, exit and movement of people at spectator events
- Unit 203 (C211) Monitor spectators and deal with crowd problems
- Unit 204 (C237) Help to manage conflict
- Unit 206 (C35) Deal with accidents and emergencies.
### Key skills (England, Wales and Northern Ireland)

The qualification provides opportunities to gather evidence for the accreditation of Key/Core skills as shown in the table below. However, to gain Key/Core Skills certification the Key/Core Skills would need to be taken as additional qualifications.

<table>
<thead>
<tr>
<th>Unit number/ and title</th>
<th>Communication</th>
<th>Application of number</th>
<th>Information technology</th>
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<tr>
<td>201 How stewards prepare for spectator events</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>202 How stewards control the entry, exit and movement of spectators at events</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>203 How to respond to injuries, illnesses and other emergencies in active leisure and learning</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>204 How stewards monitor crowds and deal with potential crowd problems</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unit number/ and title</th>
<th>Problem solving</th>
<th>Improving own learning and performance</th>
<th>Working with others</th>
</tr>
</thead>
<tbody>
<tr>
<td>201 How stewards prepare for spectator events</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>202 How stewards control the entry, exit and movement of spectators at events</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>203 How to respond to injuries, illnesses and other emergencies in active leisure and learning</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>204 How stewards monitor crowds and deal with potential crowd problems</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Appendix 2  The wider curriculum

Candidates taking this NVQ may also have the opportunity to cover the following aspects of the wider curriculum.

**Identification of opportunities for evidence generation of moral, ethical, spiritual, European dimension, environmental education and health and safety**

<table>
<thead>
<tr>
<th>Unit number/ and title</th>
<th>Spiritual, moral, ethical, social and cultural</th>
<th>European development</th>
<th>Environmental education</th>
<th>Health and safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>201 How stewards prepare for spectator events</td>
<td>✅</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>202 How stewards control the entry, exit and movement of spectators at events</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>203 How to respond to injuries, illnesses and other emergencies in active leisure and learning</td>
<td>✅</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>204 How stewards monitor crowds and deal with potential crowd problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 3  Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on www.cityandguilds.com.

Providing City & Guilds Qualifications – A Guide to Centre and Qualification Approval contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification. Specifically, the document includes sections on:
• the centre and qualification approval process and forms
• assessment, verification and examination roles at the centre
• registration and certification of candidates
• non-compliance
• complaints and appeals
• equal opportunities
• data protection
• frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:
• management systems
• maintaining records
• assessment
• internal verification and quality assurance
• external verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.
The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**
  Find out how to register and certificate candidates on line

- **Qualifications and Credit Framework (QCF)**
  Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs

- **Events**
  Contains dates and information on the latest Centre events

- **Online assessment**
  Contains information on how to register for GOLA assessments.
## Useful contacts

<table>
<thead>
<tr>
<th>Type</th>
<th>Contact</th>
<th>Query</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK learners</td>
<td><strong>T:</strong> +44 (0)20 7294 2800 &lt;br&gt;<strong>E:</strong> <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></td>
<td>• General qualification information</td>
</tr>
<tr>
<td>International learners</td>
<td><strong>T:</strong> +44 (0)20 7294 2885 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 2413 &lt;br&gt;<strong>E:</strong> <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></td>
<td>• General qualification information</td>
</tr>
<tr>
<td>Centres</td>
<td><strong>T:</strong> +44 (0)20 7294 2787 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 2413 &lt;br&gt;<strong>E:</strong> <a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></td>
<td>• Exam entries &lt;br&gt;• Registrations/enrolment &lt;br&gt;• Certificates &lt;br&gt;• Invoices &lt;br&gt;• Missing or late exam materials &lt;br&gt;• Nominal roll reports &lt;br&gt;• Results</td>
</tr>
<tr>
<td>Single subject qualifications</td>
<td><strong>T:</strong> +44 (0)20 7294 8080 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 2413 &lt;br&gt;<strong>E:</strong> <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></td>
<td>• Exam entries &lt;br&gt;• Results &lt;br&gt;• Certification &lt;br&gt;• Missing or late exam materials &lt;br&gt;• Incorrect exam papers &lt;br&gt;• Forms request (BB, results entry) &lt;br&gt;• Exam date and time change</td>
</tr>
<tr>
<td>International awards</td>
<td><strong>T:</strong> +44 (0)20 7294 2885 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 2413 &lt;br&gt;<strong>E:</strong> <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></td>
<td>• Results &lt;br&gt;• Entries &lt;br&gt;• Enrolments &lt;br&gt;• Invoices &lt;br&gt;• Missing or late exam materials &lt;br&gt;• Nominal roll reports</td>
</tr>
<tr>
<td>Walled Garden</td>
<td><strong>T:</strong> +44 (0)20 7294 2840 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 2405 &lt;br&gt;<strong>E:</strong> <a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></td>
<td>• Re-issue of password or username &lt;br&gt;• Technical problems &lt;br&gt;• Entries &lt;br&gt;• Results &lt;br&gt;• GOLA &lt;br&gt;• Navigation &lt;br&gt;• User/menu option problems</td>
</tr>
<tr>
<td>Employer</td>
<td><strong>T:</strong> +44 (0)121 503 8993 &lt;br&gt;<strong>E:</strong> <a href="mailto:business_unit@cityandguilds.com">business_unit@cityandguilds.com</a></td>
<td>• Employer solutions &lt;br&gt;• Mapping &lt;br&gt;• Accreditation &lt;br&gt;• Development Skills &lt;br&gt;• Consultancy</td>
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<tr>
<td>Publications</td>
<td><strong>T:</strong> +44 (0)20 7294 2850 &lt;br&gt;<strong>F:</strong> +44 (0)20 7294 3387</td>
<td>• Logbooks &lt;br&gt;• Centre documents &lt;br&gt;• Forms &lt;br&gt;• Free literature</td>
</tr>
</tbody>
</table>

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com