

Unit Title:	Know How To Deal With Incidents At Spectator Events
Unit Level:	Level 2
Unit Credit Value:	1
GLH:	5
LASER Unit Code:	WJG934
Ofqual Unit Code:	K/618/5741

This unit has 1 learning outcome.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Understand how to deal with incidents at spectator events.	1.1	Outline basic principles of risk assessment.
		1.2	Outline the <b>types of incidents</b> that may occur.
		1.3	Describe the organisation's incident management procedures.
		1.4	Describe the procedures involved in dealing with incidents promptly, calmly and correctly.
		1.5	Describe the procedure to request <b>qualified assistance</b> .
		1.6	Describe how to deal with incidents before <b>qualified assistance</b> arrives.
		1.7	Explain how to protect the casualty and others involved from further harm.
		1.8	Outline basic <b>lifesaving skills</b> .
		1.9	Outline how to provide comfort and reassurance.
		1.10	Outline what information is important to give to the client groups involved.
		1.11	Outline incident reporting.

#### Assessment Guidance:

Spectator events always involve an element of challenge and risk, and incidents will happen from time to time. It is very important that all members of staff are competent to deal with incidents. This unit does not cover managing an initial response to a major incident. However, it covers basic lifesaving skills.

#### Assessment guidance notes to specific criteria within learning outcomes

##### Hazards

All to be covered when assessing knowledge:

1. safety
2. security
3. hygiene
4. environmental
5. faulty equipment
6. structural

##### Qualified assistance

All to be covered when assessing knowledge:

1. first aid trained staff
2. medical staff
3. fire marshal
4. emergency services

**Basic lifesaving skills**

All to be covered when assessing knowledge:

1. CPR
2. maintain clear airways
3. control bleeding
4. use of automated external defibrillators

**Types of incidents**

All to be covered when assessing knowledge:

1. fire
2. medical
3. crowd disorder
4. terrorism
5. environmental
6. chemical
7. missing persons

**Additional Information:**

During delivery and assessment of this unit, it is expected that the following criteria are considered where possible.

**Equality, diversity and inclusion (Equality Act 2010)**

It is anticipated that organisations will have procedures and guidelines for their staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

**Safeguarding**

Current relevant legislation and guidance (to be maintained and updated as necessary) regarding the safeguarding of children and vulnerable adults is as follows:

- The Children Act 1989 (as amended).
- The Children and Social Work Act 2017.
- The Safeguarding Vulnerable Groups Act 2006.
- Working Together to Safeguard Children 2018.

A 'child' is defined as anyone under the age of 18. An 'adult at risk' is defined as someone over the age of 18 who is in receipt or need of community care service. In a sporting venue a significant proportion of the crowd will be made up of a combination of both groups. However, you should be aware that there may well be children or adults at risk involved in a matchday capacity themselves, such as catering and hospitality staff, mascots, ball girls and boys, flag bearers, and even players. Safety staff should be able to identify individuals

who do, or appear to, fit into these categories and recognise they may require additional assistance and/or protection.

#### Safety, security and service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events
- Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events
- Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events