

Unit Title:	Manage And Maintain Stewarding In Designated Areas
Unit Level:	Level 3
Unit Credit Value:	3
GLH:	13
LASER Unit Code:	WJH968
Ofqual Unit Code:	Y/651/3821

This unit has 4 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Know how to manage and maintain stewarding in the designated area.	1.1	Outline the monitoring procedures in the designated areas.
		1.2	Explain how to determine the number of stewards required in the designated areas.
		1.3	Explain how to identify the required skills of stewards in the designated area and their assigned duties.
		1.4	Explain how and why to monitor stewards in their designated areas.
		1.5	Describe the possible consequences of not monitoring stewarding arrangements.
		1.6	Describe the type of information needed about conditions in the designated area.
		1.7	Describe how to obtain and evaluate information needed about the conditions in the designated area.
		1.8	Explain the importance of understanding steward behaviours and the impact this may have on their performance and the client groups.
		1.9	Explain the importance of maintaining the safety and welfare of all client groups.
		1.10	Describe effective communication methods used to relay information to the responsible colleague.
		1.11	Identify methods of record keeping.
		1.12	Outline what prompts and techniques to include when giving instructions to stewards.
		1.13	Describe effective leadership and motivational skills.
2.	Know how to debrief stewards and check venue and equipment.	2.1	Explain the importance of debriefing and how to conduct a debriefing session.
		2.2	Outline how to obtain the information needed for debriefing.
		2.3	Describe what information is required for the debriefing.
		2.4	Outline different ways of encouraging the stewards to Provide both positive and negative feedback on the event and arrangements.
		2.5	Explain the importance of having both negative and positive feedback on the event and arrangements.
		2.6	Explain the importance of checking the accuracy and relevance of feedback with other stewards and stakeholders.

		2.7	Outline the organisation's procedures for reporting incidents.
		2.8	Outline the agreed procedures for: <ul style="list-style-type: none"> a. getting equipment back from the stewards including information on damaged equipment and how to deal with this. b. checking and securing the venue following an event. c. recording and reporting issues to do with equipment and the venue to the responsible colleague.
		2.9	Explain why it is important to suggest possible improvement to safety, security and service and who to suggest these to.
3.	Be able to manage and maintain stewarding in the designated area.	3.1	Monitor and support the stewards in the designated area.
		3.2	Allocate the required number of stewards to designated points and make sure they are carrying out their duties throughout the event.
		3.3	Monitor and maintain the safety and welfare needs of the stewards in their designated area.
		3.4	Monitor and maintain the safety and welfare needs of all client groups in their designated area.
		3.5	Obtain and evaluate information about the conditions in the area of responsibility throughout the event.
		3.6	Report any issues relating to stewarding operations to the responsible colleague using the agreed procedures.
		3.7	Keep accurate and clear records of all decisions and actions following agreed procedures.
		3.8	Provide the stewards with clear and prompt ongoing instructions in accordance with the event plan and agreed procedures.
4.	Be able to debrief stewards and check venue and equipment.	4.1	Obtain the information needed for debriefing from the responsible colleague and from the stewards.
		4.2	Encourage the stewards to provide both positive and negative feedback on the event and arrangements.
		4.3	Check the accuracy and relevance of feedback with other stewards and stakeholders.
		4.4	Make sure all incidents in their designated area are fully reported and recorded.
		4.5	Follow the agreed procedures for getting equipment back from the stewards.
		4.6	Follow agreed procedures for checking and securing the venue.
		4.7	Record and report issues to do with safety, security and service to the responsible colleague.

Assessment Guidance:

This unit is about making sure that stewarding is effective in, dealing correctly with problems and debriefing stewards following the event.

Assessment guidance notes to specific criteria within learning outcomes**Incidents**

A minimum of four of the below criteria must be covered when assessing competence and all to be covered when assessing knowledge. Simulation is accepted for learning outcomes relating to incidents.

- unlawful, disorderly and anti-social behaviour
- dangerous crowd situations
- security incident
- fire
- structural failure
- equipment failure
- medical emergencies

Client groups

A minimum of four of the criteria below must be covered when assessing competence and all to be covered when assessing knowledge.

- spectators.
- workforce.
- contractors.
- regulatory organisations.
- media.
- emergency services.
- athletes.
- artists.
- vent officials.

Welfare needs

A minimum of two of the below criteria must be covered when assessing competence and all to be covered when assessing knowledge.

- personal safety.
- emotional well being.
- physical well being.
- cultural needs.

When determining the number of stewards in the designated area, the following factors should be considered:

1. audience size and demographic.
2. any event specific risk assessment particularly audience behaviour.
3. specific threats hazard and risks.
4. guidance.
5. any conditions imposed through a licence, permit or safety certificate.

Additional Information:

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

Equality, diversity and inclusion (Equality Act 2010)

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

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

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.

UK terrorism threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK.

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

Information on the most up to date levels can be found on this link:

<https://www.gov.uk/terrorism-national-emergency>