

Unit Title:	Manage Information For Action And Decision Making For Spectator Events
Unit Level:	Level 3
Unit Credit Value:	6
GLH:	26
LASER Unit Code:	WJH969
Ofqual Unit Code:	A/651/3822

This unit has 6 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Know how to gather required information.	1.1	Identify methods of gathering information.
		1.2	Describe organisational procedures for recording and storing information.
		1.3	Explain the principles of confidentiality when handling information.
		1.4	Explain how to suggest identified improvements to agreed procedures.
2.	Know how to analyse information to support decision-making.	2.1	Explain how to judge the accuracy, relevance and sufficiency of information required to support decision making in different contexts.
		2.2	Explain how to identify information that may be contradictory, ambiguous or inadequate and how to deal with these.
		2.3	Identify methods of analysing information and how to select the most appropriate method.
		2.4	Outline how to analyse information to identify patterns and trends.
		2.5	Explain how to draw conclusions on the basis of analysing information.
		2.6	Explain how to identify the difference between fact and opinion.
3.	Know how to inform and advise others.	3.1	Describe types of information to obtain before informing and advising others.
		3.2	Identify effective communication methods.
		3.3	Describe the agreed procedures for giving information and advice.
		3.4	Explain how to develop and present a reasoned case when providing information and advice to others.
		3.5	Explain the importance of confirming the recipients' understanding of the information and advice .
		3.6	Explain the importance of maintaining confidentiality when seeking feedback.
		3.7	Explain the importance of seeking feedback on the information and advice provided.
		3.8	Explain how to use feedback to inform future methods of providing information and advice.

4.	Be able to gather required information.	4.1	Gather information to support decision making in their role.
		4.2	Record and store the information they gather according to the organisational procedures.
		4.3	Ensure the information they gather is accessible in the required format to authorised people only.
		4.4	Identify and propose improvements to agreed procedures.
		4.5	Provide suggestions on possible improvements onto relevant stakeholders.
5.	Be able to analyse information to support decision-making.	5.1	Analyse information to support decision making.
		5.2	Differentiate between fact and opinion when presenting the results of the analysis.
		5.3	Keep records for the audit trail evidencing decision making at each stage.
6.	Be able to inform and advise others.	6.1	Obtain all the required information before informing and advising others.
		6.2	Summarise the main points to the relevant people and the reasons why these are important.
		6.3	Give information and advice consistent with the agreed procedures.
		6.4	Use reasoned arguments and evidence to support the information and advice that has been given.
		6.5	Check and confirm the recipients' understanding of the information and advice.
		6.6	Maintain confidentiality following agreed procedures.
		6.7	Seek feedback from the recipients about the information and advice you provided.
		6.8	Use this feedback from recipients to improve the process.

Assessment Guidance:

This unit is about the efficient management of information. It covers gathering the information needed and providing information and advice to others for all arrangements relating to spectator events and venues where these events take place.

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>