

Unit Title:	Prepare Stewards And Venues For Spectator Events
Unit Level:	Level 3
Unit Credit Value:	6
GLH:	26
LASER Unit Code:	WJH971
Ofqual Unit Code:	J/651/3826

This unit has 6 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Know how to assign responsibilities to stewards.	1.1	Explain the importance of thorough preparation prior to events and the possible consequences of not doing so.
		1.2	Describe the importance of having stewards with the right level of competence for their roles and responsibilities.
		1.3	Identify roles and responsibilities and appropriate skills for the designated area.
		1.4	Explain how to calculate the number of stewards for the designated area and what skill sets they will need to have.
		1.5	Explain when and how to report inadequacies in the number or skills of stewards in the designated area.
		1.6	Explain the process to follow when discovering inadequacies and need to request more stewards.
		1.7	Explain the process to follow when assigning stewards to fulfil designated roles and responsibilities.
		1.8	Explain the role of themselves and their team should any contingency plans be activated.
		1.9	Describe the legal and organisational requirements relating to safety at the venue including venue requirements.
		1.10	Describe basic requirements of the health and safety legislation and how these apply to stewards at events.
2.	Know how to brief stewards on arrangements for events.	2.1	Explain why it is important to carry out the pre-event briefing for stewards.
		2.2	Explain how to obtain the information needed for the pre-event briefing.
		2.3	Describe the information stewards need to know, including any particular individual needs for those present in the area.
		2.4	Explain the importance of clear briefing.
		2.5	Explain the types of misunderstandings that may occur.
		2.6	Explain how to recognise and deal with misunderstandings and why this needs to be done promptly.

		2.7	Explain why it is important to also brief additional deployment.
		2.8	Explain how both verbal and non-verbal communication should be used when briefing stewards to ensure they adopt a responsible attitude to the event and their responsibilities.
		2.9	Describe the equipment and dress code required for the event.
		2.10	Describe the process for and the importance of record keeping.
3.	Know how to check the venue before events.	3.1	Explain why the designated area must be checked and inspected.
		3.2	Describe the procedures to follow when inspecting the designated area.
		3.3	Describe the main features of the designated area and the types of hazards which may occur.
		3.4	Describe the types of actions to take in response to hazards.
		3.5	Describe what type of action might endanger self and others.
		3.6	Explain how to complete the required records on: <ul style="list-style-type: none"> <li>• personal equipment issued.</li> <li>• attendance and briefing records.</li> <li>• what safety equipment has been checked and tested.</li> </ul>
		3.7	Described the procedures for reporting hazards.
4.	Be able to assign responsibilities to stewards.	4.1	Assess the competence of stewards for particular roles and responsibilities for the venue and event.
		4.2	Assign stewards for particular roles and responsibilities following the event plan.
		4.3	Assign the required number of stewards with the appropriate skills for the designated area.
		4.4	Ensure that the assignment of stewards takes account of any venue requirements and guidance.
5.	Be able to brief stewards on arrangements for events.	5.1	Attend the event briefing to prepare for their role.
		5.2	Obtain all the required information in order to brief the stewards in their designated area.
		5.3	Make resources available for the briefing.
		5.4	Clearly and accurately communicate the main points to the stewards and the reasons why these are important to the designated area.
		5.5	Give stewards relevant details from venue contingency plans and outline any relevant security related threat levels.
		5.6	Brief additional deployments and late arrivals in accordance with the original briefing.
		5.7	Check the stewards' understanding of the briefing.
		5.8	Recognise and quickly deal with any misunderstandings

		5.9	Check that the stewards are appropriately equipped and dressed for the event.
		5.10	Complete and retain a record of the briefing following the event procedures.
6.	Be able to check the venue before events.	6.1	Carry out a detailed inspection of the designated area following the event plan and venue regulations
		6.2	Make sure that any risks, threats and hazards are identified and promptly reported.
		6.3	Take action which is appropriate to the risks, threats and hazards and the circumstances following the event and venue regulations
		6.4	Make sure that any action taken does not endanger self and others.
		6.5	Report the risks, threats and hazards and the action taken to the responsible colleague.
		6.6	Follow organisational procedures to complete all records.

**Assessment Guidance:**

This unit is about allocating responsibilities to stewards, briefing the stewards and checking the venue before the event starts.

**Assessment guidance notes to specific criteria within learning outcomes****Roles and responsibilities**

All must be covered when assessing for both competence and knowledge within this unit.

- safety.
- security.
- service.

**Information**

All must be covered when assessing for both competence and knowledge within this unit:

- type of activity and threats in the area.
- programme for the event.
- venue regulations.
- location of emergency facilities / equipment.
- venue and organisational procedures.
- contingency and emergency procedures including code words and / or coded messages.
- key stewarding tasks for designated area.
- pre event information.
- crowd profile.

**Threats and hazards**

Numbers one and two must be covered as a minimum when assessing competence and all to be covered when assessing knowledge.

- Safety.
- security.
- hygiene.
- environmental.
- faulty equipment.
- structural.

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

**Additional Information:****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 event.
- **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>