**Evidence Log**

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| Unit Title: **Know How To Assist With The Movement Of Spectators And Deal With Crowd Issues At Spectator Events** | Unit Code(s): H/618/5740X WJG933 |
| Unit Level: **Level 2** | Unit Credit: **Value: 5 (7 GLHs)** |
| Course Name: **Level 2 Award in Understanding Stewarding at Spectator Events** |
| Course Start Date:  | Course End Date: |
| Learner Name: |
| Tutor Name:  | Centre/Venue: |
|  | Date Assessment Criteria Met | LocationofSupporting Evidence | TUTOR SIGNATURE |
| **LO 1**  | **Understand how to control the entry, exit and movement of people at events**  |
| AC 1.1  | Describe the tools and techniques available to help monitor crowd conditions. |  |  |  |
| AC 1.2 | Describe methods of safely controlling queues. |  |  |  |
| AC 1.3  | Explain their organisation's procedures to carry out the search. |  |  |  |
| AC 1.4 | Explain the reasons for carrying out the search. |  |  |  |
| AC 1.5 | Explain the importance of explaining to **client groups** the reasons for carrying out the search. |  |  |  |
| AC 1.6 | Explain the procedures to follow if **client groups** refuse permission to search. |  |  |  |
| AC 1.7 | Identify unauthorised and prohibited items. |  |  |  |
| AC 1.8 | Identify potential places for concealing these. |  |  |  |
| AC 1.9 | Explain how to respond to any occurrence in accordance with legal and organisational procedures. |  |  |  |
| AC 1.10 | Explain when to report and/or pass on issues relating to unauthorised and prohibited items. |  |  |  |
| AC 1.11 | Describe the venue and legislative requirements for greeting and admitting **client groups**. |  |  |  |
| AC 1.12 | Describe the venue and legislative requirements for refusing entry and trespass refusing entry and trespass. |  |  |  |
| AC 1.13 | Describe the venue and legislative requirements for supervising the safe exit of client groups. |  |  |  |
| AC 1.14 | Describe the type of information **client groups** may need to know when being admitted and / or refused entry. |  |  |  |
| AC 1.15 | State when to refer **client groups** to another source of information. |  |  |  |
| **LO 2**  | **Understand how to deal with crowd issues** |
| AC 2.1  | State potential **crowd issues** that may occur in your designated area. |  |  |  |
| AC 2.2 | Identify methods of assessing and reporting **crowd issues**:1. Crowd movements and crowd dynamics
2. Local crowd density
3. Over-capacity
4. Crowd distress
5. Separation of individuals and groups
6. Antisocial behaviour
7. Unlawful behaviour
8. Entry into restricted areas
9. Vehicle movement (for certain designated areas only)
10. Venue regulations
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| AC 2.3 | Describe basic conflict management techniques and defensive tactics. |  |  |  |
| AC 2.4 | Explain why it is necessary to follow instructions given by their control room or supervisor. |  |  |  |
| AC 2.5 | Describe the type of action which might endanger themselves or other client groups. |  |  |  |
| AC 2.6 | Explain the importance of communicating clearly and calmly with client groups and colleagues. |  |  |  |
| AC 2.7 | Explain how to communicate clearly and calmly with client groups and colleagues. |  |  |  |
| AC 2.8 | Explain the importance of equality and diversity in your role. |  |  |  |
| AC 2.9 | Describe the importance of **crowd management skills**. |  |  |  |
| AC 2.10 | Describe how to use **crowd management skills** included within their organisational procedures:1. Being alert to factors that may change crowd behaviour or densities
2. Providing reassurance
3. Encouraging calmness
4. Asserting desired level of authority
5. Being visible to the crowd
6. Remaining vigilant
7. Defusing situations
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| AC 2.11 | Describe the correct procedures for updating the control room and/or supervisor. |  |  |  |
| **Assessment guidance****Client groups** All to be covered when assessing knowledge:1. spectators
2. workforce / volunteers
3. contractors
4. regulatory organisations
5. media
6. emergency services
7. athletes
8. artists
9. event officials

**Crowd issues** All to be covered when assessing knowledge:1. crowd movements and crowd dynamics
2. local crowd density
3. over-capacity
4. crowd distress
5. separation of individuals and groups
6. antisocial behaviour
7. unlawful behaviour
8. entry into restricted areas
9. vehicle movement

**Communication methods** All must be covered when assessing for knowledge:1. verbal communication
2. non-verbal communication
3. radio communication
4. written communication
5. signage

**Crowd management skills**All must be covered when assessing for knowledge:1. being alert to factors that may change crowd behaviour or densities
2. providing reassurance
3. encouraging calmness
4. asserting desired level of authority
5. being visible to the crowd
6. remaining vigilant
7. defusing situations
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| Tutor Feedback |  | Tutor Name, Signature and Date |
| Learner Comment |  |