

## NVQ Spectator Safety – level 2

### Summary of what you will be learning

“The aim of the Level 2 NVQ in Spectator Safety is to underpin and encourage the raising of standards in the field of spectator safety and control.

This will be achieved by enabling candidates to develop competence, knowledge and understanding and allows them to gain a qualification in the workplace that is appropriate to their needs, relates to their job area and promotes good working practice, as well as enabling progression in employment or through further qualifications.” (EdExcel)

Assessment is based on

- Direct Observation
- Simulation at a festival/event
- Simulation at a training camp or similar
- Third Party and Expert Witness testimony
- Historic Evidence e.g. CV with festivals stewarded/roles undertaken
- Documentary Evidence e.g. workbook with written questions and answers
- Oral Questioning

Students will undertake a mix of classroom based teaching, individual and team exercises, home study, simulations and two assessments whilst working as a steward at a festival or event.

This course, provided by Green Stewards Training, in partnership with Cirencester College, is specifically designed to provide all round competencies, knowledge and understanding of stewarding including festivals, marches, and music and sports stadia events.

There are six units that make up the course – listed on the next page

To remind you of the benefits of the NVQ, here are a few:

- It is real qualification that will allow you to work in more places than a field as a steward
- It will allow you access to other educational courses as it represents the equivalent of 5 GCSE's
- It really does teach you stuff about how to be a steward
- It will push you up the rankings re paid work with Green Stewards and when we are oversubscribed at our 'volunteer' festivals
- It may give you an advantage re stewarding opportunities in the future, not just with Green Stewards, if festival/event organisers are required to have some or all of their stewards 'qualified' as they do now with security/doorstaff (SIA)

**The units are:**

**Prepare for spectator events**

This unit is about preparing you as a steward and checking the venue before an event.

**Control the entry, exit and movement of people at spectator events**

This unit is about helping to control and direct the movement of spectators at events, including their entry to and exit from the venue. The unit also covers basic customer care – for example providing spectators with information and helping them with other problems, such as missing property and people e.g. lost children, and unacceptable behaviour by other people.

**Monitor spectators and deal with crowd problems**

This unit is about keeping a careful watch over spectators and dealing with crowd problems such as unexpected movements, local overcrowding, over-capacity and unsociable/unlawful behaviour.

**Help to manage conflict**

This unit is about dealing with situations where there is conflict between people. The unit includes using effective communication (verbal and non-verbal) to defuse the situation, maintaining your own personal safety, giving advice and warnings, and calling for assistance when required. The unit does not include attempting to physically control or restrain people.

**Contribute to the Work of your Team**

This unit is about how you work well as a member of the team, improve your own work and the work of the team as a whole.

**Deal with Accidents and Emergencies**

This unit is about dealing safely and effectively with accidents in the workplace and in emergencies. Candidates should demonstrate knowledge and understanding of a range of items, including: identity of the onsite first aider; what information needs to be given and to whom; organisational procedures for dealing with injuries and illness; protecting casualty and others from further risk; deciding what kind of qualified assistance to summon and importance of doing so quickly; providing comfort and reassurance; importance of remaining calm; making reports; what information people need during emergency; and difficulties which occur in emergency procedures.