

Student Name: .....

## **NVQ Spectator Safety – Level 2 Workbook**

### **Unit 2 (C210): Control the entry, exit and movement of people at spectator safety events**

#### **Questions**

##### **Controlling entry and exit**

1. What are the basic principles of customer care?
2. What is the importance of wearing correct clothing/identification?
3. What is the required equipment to carry?
4. What articles may contravene the venue rules and what are the procedures to follow?
5. What is the importance of carefully monitoring the designated area?
6. Explain how to control queues in an orderly and safe manner?
7. Summarise the laws of trespass and refusing entry
8. Summarise the procedures for excluding people under the relevant legislation?
9. Why should explanations be given for refusing entry?

## **Searching people**

10. What problems may occur if you are prejudiced against people because of their appearance?

11. Why is it important to only search people of the same sex as yourself?

12. What are the correct methods of carrying out personal searches?

13. What conflicts may occur when carrying out searches and how would you resolve these?

14. Why is it important to provide people with proper explanations and treat them with courtesy?

15. What is the organisation's policy for searching people?

16. Why should you not discriminate against people when doing a search?

17. What are, and how would you identify, prohibited items?

18. What are the correct procedures for dealing with the prohibited items you have just listed?

19. What precautions should you take to protect yourself against items which may cause injuries during the search?

20. Summarise the basic legislation which authorises you to search spectators and what this allows you to do

### **Giving information and solving problems**

21. How would you communicate with people who are:

- co-operative

- un co-operative

- intoxicated

- emotional

- 'VIPs'

22. How would you communicate with people who have:

- particular needs

- a limited understanding of English

23. How would you get hold of the information people may need?

24. Give examples of what types of information that should not be provided according to organisational policy?

25. What are the locations of the main facilities?

26. What are the approved procedures for giving directions and providing information?

27. What is the importance of getting all the relevant information if you want to solve a problem?

28. Why is being polite important?

29. Why is being positive when handling complaints and giving apologies important?

30. What are the approved procedures for dealing with:

- ticketing problems

- missing property

- missing people

- unsociable/unlawful behaviour by others

- complaints/suggestions about facilities and procedures

31. Who should you refer problems to when you cannot deal with them yourself?

### Scenario Exercises

**A)** Give an example of when you would refuse entry and why it is important to give a reason to the person involved?

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(Referencing; Pg 51 – C210.1.5, 6. Pg 53 – C210.2.4. 6. Pg 54 B2, B3. Pg 57-59 - K4,K5,K7,K8,K9)

**B)** A parent tells you their child is missing, what procedure do you follow? (K52,K53,K56)

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(Referencing: Pg 55 – C210.3.1,2,34,5,7. Pg 56 –A4, B1, B4. Pg 57-59- K1,K20,K21,K23,K24,K25,K28)

**C)** Look at the attached festival site map. Your position is Charlie Gate. Write down the location of: -

1. First Aid Room.....
2. Events/Control.....
3. Nearest toilet and tap.....
4. Information.....

Give directions from your point to the main stage. (K52, K55)

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(Referencing: Pg 57-59 - K20,K23,K24,K28)

**CANDIDATE NAME:** \_\_\_\_\_

**Candidate Statement:**

I confirm that the work within this exercise is authentic and a true representation of my own work:

Candidate (signature).....

**Assessor Statement:**

I confirm that this candidate has completed this workbook sufficiently and that the evidence contained that I have assessed is valid, authentic, reliable, current & sufficient:

Assessor (signature).....

Date of Sign off .....

**Internal Verification Declaration:**

I confirm that I have sampled the candidates work contained in this workbook:

Internal Verifier (signature)..... Date:.....