

Student Name:

NVQ Spectator Safety – Level 2 Workbook

Unit 4 (C237): Help to manage conflict

Questions

1. What are the types of conflict situations likely to arise?
2. What are the correct responses for each of these types of conflict situation?
3. What are the legal considerations covering self-defence and the use of force and your own role and responsibilities?
4. What is the importance of effective communication with people in conflict situations and how can poor communication make the situation worse?
5. What are the appropriate forms of body language and other non-verbal types of communication to use?
6. What is meant by personal space, why it is important to maintain your own personal space and how would you do so?
7. Why and how would you respect the personal space of others?
8. Why it is important to show you are listening actively to what is being said and how to demonstrate you are so doing?
9. How would you show empathy and why this is important?
10. How would you use sensitive questioning to get information about a situation?

11. Why it is important to summarise and feedback to others what you have heard them say?

12. How would you carry out risk assessments in conflict situations and what factors should you bear in mind?

13. Give examples of situations in which it would be appropriate to:

- do nothing

- maintain observation

- give advice or a warning

- use a report or incident card

- consider ejection

- consider arrest

14. Why should you inform the supervisor/control room of your initial response?

15. Why should you collect and report information about the people involved and the situation and how would you do so?

16. How would you maintain your own personal safety and that of others involved in the situation?

17. Why it is important to keep an accurate record of what has happened?

18. What should you record that could be used as evidence?

19. What other sources of evidence may be used?

Scenario Exercises

A) What is the correct response for dealing with a confrontational situation bearing in mind customer care and the sensitivity of the situation?

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(Referencing: Pg 73 – C237.1.1,2,3,4. Pg 74 – A1,A2,B2. Pg 75 – C237.2.1,2,3,4. Pg 76 – B2. Pg 77-78 – K2,K4,K5,K9,K16)

B) You are a steward looking after a seated area. Two people are having a heated argument over what appears to be a dispute over whose seat it is. Others also seem involved, but more passively. What actions would you take?

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(Referencing: Pg 73 – C237.1.1,2,3,4,5,6,7. Pg 74 – A1,B2. Pg 75 – C237.2.1,2,3,4. Pg 76 – A3,B2. Pg 77-78 – K1,K2,K4,K8,K9,K10,K13)

C) A fan is being racist towards another fan what possible action could you take?

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Why is it important to keep notes of this situation and what information would your notes contain?

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(Referencing: Pg 73 – C237.1.1,3,5,7. Pg 75 – C237.2.2,4,5 Pg 76 – A3. Pg 77-78 – K1,K2,K3,K4,K10,K11,K13,K15,K17, K18,K19)

F) Name two other sources of evidence that could be used to support your report

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(Referencing: Pg 77-78 – K19)

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:.....