

Overview

This standard is about preparing yourself as a steward and checking the venue and location before an event.

The main outcomes of this standard are:

1. Prepare for stewarding activities
2. Identify and respond to hazards

This standard is for stewards and other similar staff working directly with spectators and other client groups to ensure their safety, security and welfare at events and in crowded places.

Performance criteria

You must be able to: **Prepare for stewarding activities**

1. follow legal and organisational requirements to carry out your role
2. follow the registration procedures and attend the pre-event briefing
3. note all the information given at the pre-event briefing to carry out your role

Identify and respond to hazards

4. follow venue procedures to check equipment and facilities
5. familiarise yourself with your designated area and check for any potential **threats and hazards**
6. respond to the **threats and hazards** following agreed procedures
7. report the situation and what you have done to your supervisor

Knowledge and understanding

You need to know and understand: **Prepare for stewarding activities**

1. the legal, organisational and venue requirements covering the type of event
2. the manner in which you are expected to undertake your role
3. the event and venue registration procedures
4. where to collect passes, identification and any other **resources** required
5. the importance of attending the pre-event briefing
6. the **information** to be noted

Identify and respond to hazards

7. the legal and organisational procedures for:
 1. checking equipment and facilities
 2. identifying **threats and hazards**
 3. taking corrective action and the reporting of **threats and hazards**
8. the criteria used to assess **threats and hazards**
9. the current levels and types of terrorist threats relevant to crowded places

Scope/range**ADDITIONAL INFORMATION****Equality and Diversity**

It is anticipated that organisations will have procedures and guidelines for their stewarding 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 events

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

Scope/range related to performance criteria	Threats and hazards (1 and 2 to be covered as a minimum) <ol style="list-style-type: none">1. safety2. security3. hygiene4. environmental5. faulty equipment6. structural
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Prepare for spectator events

**Scope/range related
to knowledge and
understanding**

Resources

1. briefing notes
2. safety equipment
3. security equipment
4. stationery

Information

1. potential threats and hazards
2. stewarding procedures
3. venue rules
4. equipment
5. signs and notices
6. pre-event timings
7. incident management procedures, relevant code words and assembly points
8. the pre-event routines

Threats and hazards

1. safety
2. security
3. hygiene
4. environmental
5. faulty equipment
6. structural

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Taking personal responsibility for making things happen
3. Showing integrity, fairness and consistency in decision-making
4. Clearly agreeing what is expected of others and holding them to account such as challenging anti-social behaviour
5. Seeking to understand people's expectations and any additional needs and be able to cater for these
6. Taking responsibility for personal safety
7. Taking pride in delivering high quality work
8. Striving to be vigilant for possible threats and hazards
9. Encouraging and supporting others to make the best use of their abilities
10. Advocating safety and welfare as a priority
11. Taking pride in your appearance and adhering to any organisation or venue dress codes
12. Complying with venues' code of conduct
13. Demonstrating your ability to maintain confidentiality
14. Showing an awareness of safeguarding issues
15. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Diplomacy
5. Empathy
6. Ability to follow instructions
7. Leading by example
8. Resilience
9. Managing challenging behaviour
10. Mentoring colleagues
11. Motivating others

- 12. Negotiating and compromising
- 13. Obtaining and providing feedback
- 14. Valuing and supporting others

Glossary

Agreed standards and procedures

Previously approved procedures which set out the way a venue operates on a daily basis. This can be normal operating procedures, emergency procedures and contingency plans. This covers venue requirements as well as organisational requirements.

Links to other NOS

SKASS2, SKASS3, SKASS4, SKASS5

Prepare for spectator events

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