

Overview

Spectator events always involve an element of challenge and risk, and incidents will happen from time to time. It is very important that all members of staff are competent to deal with incidents. This standard does not cover managing an initial response to a major incident. However it covers basic life saving skills.

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

Performance criteria

- You must be able to:*
1. assess the situation for **hazards** and risks
 2. protect any casualty and other people involved from further harm
 3. call for **qualified assistance**
 4. apply basic life saving skills
 5. give the **qualified assistance** information about the incident
 6. give the people involved in the incident instructions according to the organisation's incident management procedures
 7. carry out your role according to the organisation's incident management procedures
 8. follow procedures for reporting the incident

Deal with incidents at spectator events

Knowledge and understanding

You need to know and understand:

1. basic principles of risk assessment
2. the **types of incidents** that may occur
3. the organisation's incident management procedures
4. the procedures involved in dealing with incidents promptly, calmly and correctly
5. how to deal with incidents before **qualified assistance** arrives
6. how to protect the casualty and others involved from further harm
7. **basic life saving skills**
8. how to provide comfort and reassurance
9. the procedure to request **qualified assistance**
10. what information is important to give to the people involved
11. incident reporting

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

Deal with incidents at spectator events

Scope/range related **Hazards** (1 and 2 must be covered as a minimum)

to performance
criteria

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

Qualified assistance (cover all)

1. first aid trained staff
2. medical staff
3. fire marshall
4. emergency services

Deal with incidents at spectator events

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

Qualified assistance

1. first aid trained staff
2. medical staff
3. fire marshall
4. emergency services

Basic life saving skills

1. CPR
2. maintain clear airways
3. control bleeding

Types of incidents

1. fire
2. medical
3. crowd disorder
4. terrorism
5. environmental
6. chemical
7. missing persons

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. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account e.g. challenging anti-social behaviour
8. Seeking to understand people's expectations and any additional needs and be able to cater for these
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Striving to be vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning and managing events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. 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. Delegating

Deal with incidents at spectator events

5. Diplomacy
6. Empathy
7. Empowering others
8. Ability to follow instructions
9. Leading by example
10. Resilience
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. Valuing and supporting others

Links to other NOS SKASS1, SKASS2, SKASS3, SKASS4, SKASS7, SKASS8, SKASS9

Deal with incidents at spectator events

Developed by	SkillsActive
---------------------	--------------

Version Number	3
-----------------------	---

Date Approved	March 2019
----------------------	------------

Indicative Review Date	March 2024
-------------------------------	------------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating Organisation	SkillsActive
---------------------------------	--------------

Original URN	SKASS5
---------------------	--------

Relevant Occupations	Steward; Senior steward
-----------------------------	-------------------------

Suite	Spectator Safety
--------------	------------------

Keywords	deal, accidents, emergencies, incidents, basic life saving skills
-----------------	---