



Certificate in Spectator Safety Supervision

LEVEL
3

This qualification is aimed at senior stewards and other similar staff responsible for supervising the work of stewards at spectator events such as sports events, music events and festivals



Total Qualification Time:
310 - 400 hrs

Qualification Number: 603/6985/1

Qualification Age: 18



Guided Learning (GL):
146 - 178 hrs

Availability: This qualification is regulated in
England and Wales

Operational From: 1 February 2021



Qualification Objectives

What does this qualification cover?

The objective of this qualification is to confirm occupational competence and provide learners, with the knowledge, skills and understanding of spectator safety.

Who is the qualification for?

This qualification is aimed at senior stewards and other similar staff responsible for supervising the work of stewards at spectator events such as sports events, music events and festivals.

Who supports this qualification?

The qualification has been developed in collaboration with SkillsActive and the Sports Ground Safety Authority (SGSA).



Qualification Progression

What future education could this qualification lead to?

Learners could progress onto existing spectator safety qualifications including the SFJ Awards Level 4 Diploma in Spectator Safety Management.

What future employment could this qualification lead to?

This qualification creates a number of opportunities for progression into employment within the stewarding and spectator safety industry.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age
- able to work at Level 2 or above
- proficient in the use of English language

How is the qualification achieved?

The learner will need to complete 5 mandatory and 2 optional units.

Prior to certification, learners are required to show evidence of:

- attending the ACT Awareness e-learning counter terrorism training
- attaining a recognised first-aid award

What will be assessed?

- Coursework
- Portfolio of evidence
- Professional discussion
- Projects/ case studies
- Reflective diary on own practice in an appropriate working environment
- Task based controlled assessment
- Written assignments

How will it be assessed?

This qualification contains 5 mandatory and 2 optional units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes The learner will...	Assessment criteria The learner will...
1. Be able to identify repeated customer service problems and options for solving them	1.1 Identify repeated customer service problems 1.2 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option 1.3 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
2. Understand how to deal with incidents at spectator events	2.1 Outline basic principles of risk assessment 2.2 Outline the types of incidents that may occur 2.3 Describe the organisation's incident management procedures 2.4 Describe the procedures involved in dealing with incidents promptly, calmly and correctly 2.5 Describe the procedure to request qualified assistance



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 3 Certificate in Spectator Safety Supervision Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in spectator safety sector
 - Have current occupational competence in spectator safety sector
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 5 mandatory and 2 optional units to achieve the qualification

Unit title	Level	GL	Ofqual reference	Assessment method(s)
Mandatory units				Assessment methods that can be used for the units:
Prepare stewards and venues for spectator events	3	26	M/618/5885	<ul style="list-style-type: none">• Coursework• Portfolio of evidence• Professional discussion• Projects/case studies• Reflective diary on own practice in an appropriate working environment• Task based controlled assessment• Written assignments
Manage and maintain stewarding in designated areas	3	13	T/618/5886	
Manage information for action and decision making for spectator events	3	26	K/618/5898	
Develop and sustain productive working relationships with stakeholders	3	16	M/618/5899	
Monitor and solve customer service problems	3	40	Y/618/5900	
Optional units				
Help to manage and resolve conflict	2	22	L/618/5862	
Deal with incidents at spectator events	2	10	R/618/5863	
Manage resources for safety and security at spectator events	4	35	D/618/5901	
Manage the efficient use of resources	4	19	H/618/5902	
Develop your knowledge, skills and competence	3	15	K/618/5903	

Contacts



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CCEA

How to contact: <https://ccea.org.uk/contact>
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Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
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SFJ Awards

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SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland, Qualifications Wales in Wales, and SQA in Scotland.

SFJ Awards is part of the Workforce Development Trust, a not-for-profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.