



Diploma in Spectator Safety Management

LEVEL
4

This qualification is aimed at individuals working in a senior role in spectator safety management such as stadium manager, safety officer or chief safety officer



Total Qualification Time:
900 - 1140 hrs

Qualification Number: 603/6986/3

Qualification Age: 18



Guided Learning (GL):
391 - 595 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 to undertake a senior role in the spectator safety sector

Who is the qualification for?

This qualification is aimed at individuals working in a senior role in spectator safety management such as stadium manager, safety officer or chief safety officer

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 to higher level management qualifications.

What future employment could this qualification lead to?

This qualification creates a number of opportunities for progression into senior and/or management roles for those employed 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:

- at least 18 years of age
- able to work at level 3 or above
- be proficient in the use of English language

How is the qualification achieved?

The learner will need to complete 8 mandatory and 3 optional units

Prior to certification, learners are required to show evidence of completing an ACT Strategic Session

What will be assessed?

Assessment methods that can be used:

- 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 8 mandatory and 3 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...

1. Understand how to obtain resources

2. Obtain resources

Assessment criteria

The learner will...

- 1.1 Identify basic principles and processes of cost benefit analysis
- 1.2 Describe the procedure for requesting and obtaining resources in your area of responsibility
- 1.3 Explain the importance of revising plans and updating stakeholders accordingly

- 2.1 Ask for resources that support activities in their area of responsibility
- 2.2 Negotiate and reach agreement with suppliers for resources
- 2.3 Agree amendments to plans with stakeholders when they cannot obtain the required and/or planned resources



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 4 Diploma in Spectator Safety Management 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 8 mandatory and 3 optional units to achieve the qualification

Unit title	Level	GL	Ofqual reference
Mandatory units			
Plan for the safety of people at spectator events	4	24	D/618/5915
Manage the safety and security of people at spectator events	4	52	H/618/5916
Develop, implement and review policies and procedures for safety and security at spectator events	4	20	K/618/5917
Manage information for action and decision making for spectator events	3	26	K/618/5898
Manage resources for safety and security at events	4	35	D/618/5901
Manage risks in crowded places	3	40	M/618/5918
Manage initial response to significant or major incidents and plan for resilience	5	80	T/618/5919
Work with others to improve customer service	3	53	K/618/5920
Optional units			
Monitor and solve customer service problems	3	40	Y/618/5900
Recruit, select and retain people	5	85	J/618/5925
Support individuals' learning and development	4	85	L/618/5926
Identify and evaluate opportunities for innovation and improvement	4	30	R/618/5927
Allocate and monitor the progress and quality of your work in your area of responsibility	4	95	Y/618/5928
Develop your knowledge, skills and competence	3	15	K/618/5903
Manage projects	4	26	R/618/5930
Develop and sustain productive working relationships with stakeholders	3	16	M/618/5899

Contacts



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Ofqual

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Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

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

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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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.