



# Award in Understanding Stewarding at Spectator Events

LEVEL  
2

This qualification is aimed at volunteers who support more experienced staff at spectator events.



**Total Qualification Time:**  
**110 hrs**

**Qualification Number:** 603/6981/4

**Qualification Age:** 16



**Guided Learning (GL):**  
**36 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 provide learners with the knowledge and understanding required to enter the spectator safety sector.

## Who is the qualification for?

This qualification is aimed at volunteers who support more experienced staff at spectator events.

## 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?

This qualification is specifically suited to volunteers. Upon completion it creates opportunities for progression into existing competence-based spectator safety qualifications if learners wish to continue into employment in the sector, for example learners could progress onto the SFJ Awards Level 2 Certificate in Spectator Safety.

## What future employment could this qualification lead to?

This qualification could lead to employment in the spectator safety sector. Upon completion of the award, the learner meets the requirements at section 4.10 b of the Guide to Safety at Sports Grounds, "Green Guide". The learner should undertake further training and assessment of competence to obtain the Level 2 Certificate in Spectator Safety if wishing to continue in employment in the sector.



# Qualification Achievement

## What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 16 years of age
- able to work at Level 1 or above

## How will it be assessed?

This qualification contains 5 mandatory 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 deal with crowd issues

2. Understand how to control the entry, exit and movement of people at events

### Assessment criteria

The learner will...

1.1 Describe basic conflict management techniques and defensive tactics  
1.2 Describe the type of action which might endanger themselves or other client groups  
1.3 Explain why it is necessary to follow instructions given by their control room or supervisor

2.1 Describe the tools and techniques available to help monitor crowd conditions  
2.2 Explain the importance of explaining to client groups the reasons for carrying out the search  
2.3 Describe methods of safely controlling queues  
2.4 Explain their organisation's procedures to carry out the search

## What will be assessed?

All learning outcomes in this qualification must be assessed using methods appropriate to the assessment of knowledge and understanding; these can be assessed by a variety of methods including:

- Professional discussion
- Questioning the learner
- Knowledge tests
- Written assignments



# 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 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 2 Award in Understanding Stewarding at Spectator Events 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
  - Have current occupational competence in spectator safety
- 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](http://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](http://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](mailto:info@sfjawards.com)**

**Website: [www.sfjawards.com](http://www.sfjawards.com)**



# Qualification Structure

Learners must successfully complete 5 mandatory units to achieve the qualification

Unit title	Level	GL	Ofqual Reference	Assessment method(s)
Know how to prepare for spectator events	2	6	R/618/5880	All learning outcomes in this qualification must be assessed using methods appropriate to the assessment of knowledge and understanding; <ul style="list-style-type: none"><li>• Professional discussion</li><li>• Questioning the learner</li><li>• Knowledge tests</li><li>• Written assignments</li></ul>
Know how to assist with the movement of spectators and deal with crowd issues at events	2	7	Y/618/5881	
Know how to help to manage and resolve conflicts	2	11	D/618/5882	
Know how to deal with incidents at spectator events	2	5	H/618/5883	
Know how to support the work of your team and organisation	2	7	K/618/5884	

# Contacts



## **SFJ Awards**

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## **Ofqual**

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Website: [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)

## **Qualifications Wales**

Tel: 01633 373 222  
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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](http://www.sfjuk.com/contact)  
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Website: [www.sfjuk.com](http://www.sfjuk.com)

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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.