

C210 Control the entry, exit and movement of people at spectator events

Introduction

Summary

This unit is about helping to control and direct the movement of spectators at events, including their entry to and exit from the venue. The unit also covers basic customer care – for example providing spectators with information and helping them with other problems, such as missing property and people, and unsocial/unlawful behaviour by other people.

The unit is divided into three parts. The first part (pages 2-4) describes the three things you have to do. These are:

- C210.1 Control the entry and exit of people at events**
- C210.2 Search people for unauthorised items**
- C210.3 Give people information and help them with other problems**

The second part (pages 5-6) describes the knowledge and understanding you must have. The final part explains what we mean by some of the terms used in the unit.

Target Group

This unit is for stewards and other similar staff working directly with spectators to ensure their safety and welfare.

C210 Control the entry, exit and movement of people at spectator events

C210.1

Control the entry and exit of people at events

The National Standard

What you must do

To meet the national standard, you must:

- 1 have the necessary **resources** ready for use
- 2 make sure your behaviour and appearance meets agreed standards at all times
- 3 greet **people** in a way that makes them feel welcome and at ease
- 4 pay careful attention to your designated area throughout your period of duty
- 5 admit **people** and refuse entry according to agreed procedures
- 6 provide the **people** with clear reasons why they have been refused entry
- 7 control the queues in a safe and orderly manner
- 8 supervise the safe exit of **people** according to the agreed procedures
- 9 inform your supervisor when there are problems that you cannot deal with on your own

What you must cover

This element covers the following

a resources

- 1 communications
- 2 safety equipment
- 3 keys
- 4 handbook

b people

- 1 co-operative
- 2 unco-operative
- 3 intoxicated
- 4 emotional
- 5 with limited understanding of English
- 6 'VIPs'
- 7 with particular needs

C210 Control the entry, exit and movement of people at spectator events

C210.2

Search people for unauthorised items

The National Standard

What you must do

To meet the national standard, you must:

- 1 identify the **people** to be searched on entry according to the agreed procedures
- 2 ask the identified **people** for permission to search, and follow the agreed procedures if they refuse
- 3 only search **people** of the same sex as yourself
- 4 follow the correct procedures when you find **unauthorised items** and explain these procedures to the **people** involved
- 5 inform your supervisor about any unlawful items which you find
- 6 treat the **people** involved with courtesy and respect at all times

What you must cover

This element covers the following

- a people**
 - 1 co-operative
 - 2 unco-operative
 - 3 intoxicated
 - 4 emotional
 - 5 with limited understanding of English
 - 6 'VIPs'
 - 7 with particular needs
- b unauthorised items**
 - 1 items that could be used as weapons
 - 2 alcohol
 - 3 items prohibited by the facility

C210 Control the entry, exit and movement of people at spectator events

C210.3

Provide people with information and help them with other problems

The National Standard

What you must do

To meet the national standard, you must:

1. communicate with **people** politely and clearly
2. ask for information which is relevant to their **problem**
3. make sure your understanding of the **problem** is correct
4. give **people** help which is appropriate to the **problem** and agreed procedures
5. refer **people** to another source of help if necessary
6. keep **people** informed of progress
7. deal with any complaints positively, and sympathetically as appropriate to the situation

What you must cover

This element covers the following

a people

- 1 co-operative
- 2 unco-operative
- 3 intoxicated
- 4 emotional
- 5 with limited understanding of English
- 6 'VIPs'
- 7 with particular needs

b problem

- 1 need for information/advice
- 2 ticketing problems
- 3 missing property
- 4 missing people
- 5 unsociable/unlawful behaviour by others
- 6 complaints/suggestions about facility and procedures

What you must know and understand

To be competent in this unit, you must know and understand the following

Controlling entry and exit

- K1 the basic principles of customer care
- K2 the importance of wearing correct identification
- K3 the required equipment to carry
- K4 articles which contravene the venue rules and the procedures to follow
- K5 the importance of carefully monitoring the designated area
- K6 how to control queues in an orderly and safe manner
- K7 the laws of trespass and refusing entry
- K8 the procedures for excluding people under the relevant legislation
- K9 reasons why explanations should be given for refusing entry

Searching people

- K10 the problems that may occur if you are prejudiced against people because of their appearance
- K11 the importance of only searching people of the same sex as yourself
- K12 the correct methods of carrying out personal searches
- K13 conflicts that may occur when carrying out searches and how to resolve these
- K14 the importance of providing people with proper explanations and treating people with courtesy
- K15 the organisation's policies for searching people
- K16 how to identify prohibited items
- K17 the correct procedures for dealing with prohibited items
- K18 the precautions to take to protect yourself against items which may cause injuries during the search

K19 the basic legislation which authorises you to search spectators and what this allows you to do

Giving information and solving problems

K20 how to communicate with the types of people listed under 'what you must cover'

K21 how to get hold of the information which people may need

K22 information which should not be provided according to organisational policy

K23 location of the main facilities

K24 the approved procedures for giving directions and providing information

K25 the importance of getting all the relevant information if you want to solve a problem

K26 the importance of being polite

K27 the importance of being positive when handling complaints and giving apologies

K28 the approved procedures for dealing with the problems listed in the range

K29 who to refer problems to when you cannot deal with them yourself

C210 Control the entry, exit and movement of people at spectator events

What We Mean By Some of the Words Used in this unit

Appearance	<i>this includes wearing the correct clothes, presenting a professional image and having the correct identification</i>
Communications (resources)	<i>this could be notebooks for recording incidents, or communications equipment such as radios, if appropriate</i>
Designated area	<i>the area you are responsible for</i>
Monitor	<i>keep a careful eye on</i>
Resources	<i>the things you need to do your job effectively</i>
Unlawful items	<i>for example, offensive weapons, drugs etc.</i>
With particular needs	<i>for example, disabled people, old people, children etc.</i>