

Introduction

Summary

This unit is about preparing yourself as a steward and checking the facility before an event.

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

- C29.1 Prepare for stewarding activities**
- C29.2 Identify and deal with physical hazards**
- C29.3 Search the venue area for suspect items**

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.

C29.1

Prepare for stewarding activities

The National Standard

What you must do

To meet the national standard, you must:

- 1 follow the registration procedures correctly and on time
- 2 collect your passes, identification and **other resources**, looking after these and returning them after the event
- 3 attend the pre-event briefings as required
- 4 note all the necessary **information** which is given at the briefings
- 5 correctly follow the pre-event routines

What you must cover

This element covers the following

a other resources

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

b information

- 1 potential hazards and risks
- 2 stewarding procedures
- 3 venue rules

C29.2

Identify and deal with physical hazards

The National Standard

What you must do

To meet the national standard, you must:

- 1 follow agreed procedures to check **equipment**
- 2 keep disruption to a minimum
- 3 identify **hazards** in your designated **area**
- 4 follow agreed procedures for assessing risk
- 5 take prompt **action** appropriate to the **hazard** and the risk, following agreed procedures and instructions
- 6 communicate verbally and non-verbally with colleagues and other people involved
- 7 make sure that any **action** is not dangerous for yourself and other people involved
- 8 clearly and accurately report the situation and what you have done to your supervisor

What you must cover

This element covers the following

a equipment

- 1 safety equipment
- 2 security equipment
- 3 emergency equipment
- 4 signs and notices

b hazards

- 1 safety hazards
- 2 security hazards
- 3 fire hazards
- 4 hygiene hazards
- 5 faulty emergency equipment

c areas

- 1 confined areas
- 2 open areas
- 3 public areas
- 4 non-public areas

d action

- 1 dealing with the hazard personally
- 2 reporting the hazard to others

C29.3

Search the venue area for suspect items

The National Standard**What you must do**

To meet the national standard, you must:

- 1 get information on the type of item being searched for
- 2 search the designated **area** thoroughly following instructions
- 3 identify any suspect items and other suspicious circumstances
- 4 maintain your own safety and the safety of other people
- 5 report what you have found following agreed procedures

What you must cover

This element covers the following

a areas

- 1 confined areas
- 2 open areas
- 3 areas where the public is present
- 4 areas where the public is not present

What you must know and understand

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

Preparing for stewarding duties

- K1 basic legal requirements covering the type of event you are involved in
- K2 your legal responsibilities and powers
- K3 awareness of relevant guidance documents on safety at events
- K4 the importance of registration and briefing
- K5 the importance of receiving, looking after and returning passes, identification and other resources
- K6 the importance of keeping careful notes at briefings
- K7 the importance of pre-event routines
- K8 pre-event timings
- K9 the information to be recorded
- K10 emergency procedures, relevant code words and assembly points
- K11 the pre-event routines

Dealing with physical hazards

- K12 how to check the equipment listed in the range
- K13 the importance of not disrupting the public when carrying out checks
- K14 what to look for
- K15 how to assess the seriousness of the physical hazards listed in the range
- K16 the correct action to take for each of the types of physical hazard listed
- K17 why it's important to communicate with people and colleagues clearly
- K18 the sort of action which could endanger yourself and others
- K19 the correct reporting procedures for the types of physical hazards listed

Searching for items

K20 the importance of collecting information on the item being searched for

K21 how to search the areas listed in the range carefully and thoroughly

K22 contents of the safety handbook

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

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>
Event	<i>this could be any type of public event, for example sporting or other types of performances</i>
Hygiene hazards	<i>for example, unsanitary toilets</i>
Physical hazards	<i>something that may cause harm, for example spillages, blocked exits, defective signage or lighting etc.</i>
Relevant guidance documents	<i>for example the 'Green Guide'</i>
Resources	<i>the things you need to do your job effectively</i>
Risks	<i>the likelihood of a hazard actually causing harm and the seriousness of this harm</i>
Suspect items	<i>for example, bags or packages</i>
Venue	<i>the place where the event takes place</i>