

Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)

Assessment pack

500/5659/1

www.cityandguilds.com
February 2009
Version 1.00



Critical Analysis
Work lacks critical analysis

continued

cal or a critique a something that pulls
work apart, examines it and determines if
elements make sense and if the whole
together
another, simpler way; deconstruct,
and synthesise
analysis will use published ideas
s using reputable sources (ATM)
he merits of the information
d, but might also bring in other
al and opinion based

ed by arguments
perspectives
n evidence
facet of

nts to
hat
grate
hat

Level 2 Award in Understanding Stewarding at Spectator Events (6851-02)



Assessment pack

www.cityandguilds.com
February 2009
Version 1.00

This page is intentionally blank

Contents

1	Assessor guidance	5
2	General information	8
3	Introduction for candidates	9
Assessment		11
Assignment 201	How Stewards Prepare for Spectator Events	13
Assignment 202	How Stewards Control the Entry, Exit and Movement of Spectators at Events	35
Assignment 203	How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events	57
Assignment 204	How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning	75
1	Appendix	93

This page is intentionally blank

1 Assessor guidance

Assessments

This qualification is assessed by multiple-choice tests to provide a clear indication of candidate's knowledge.

The assessments are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Tutors should teach to the learning outcomes of the unit and not the tests. It is expected that candidates will have completed a lot of work on the relevant knowledge before being assessed. By the time the candidates are assessed, they should be aware of what they are to be assessed on and what is required of them in order to achieve a pass.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place for candidates.

Introducing the assignments to candidates

The assessor should introduce the assignment, making sure that the candidates understand the task. It is important that candidates are not disadvantaged if they have poor literacy skills since these are not being tested here. Candidates need to know what is expected of them to pass.

It will be beneficial to take the candidates through what is required in each assignment and the way in which they will be assessed. Candidates should have an opportunity to familiarise themselves with the requirements to attain pass.

Timings for assignments

A time limit is set by City & Guilds for each of the four knowledge tests. Please refer to assessor guidance for individual assignments for further details.

Opportunities to repeat tests within an assignment

Candidates who fail a test can repeat it, at the centre's discretion. Assessors should ensure that on such occasion a different version of the test is used (see versions A and B for each assignment).

Multiple-choice tests

The multiple-choice tests should be taken under supervised conditions as closed-book tests.

This means that all activities will be completed with the assessor, or other designated supervisor, present. Strict exam regulations do not apply; it is envisaged that most candidates will take the tests in their normal learning environment with their own tutor present.

The tasks assessed by multiple-choice questions are graded **pass** or **fail** only. Where candidates do not achieve the necessary pass mark of 75%, candidates should be given a chance to re-sit the questions at a later date.

The answer keys to multiple-choice questions are contained in Appendix 1. The answers must be held securely by centres and not made available to candidates.

Feedback

Feedback sheets have been provided for each assignment. Although some feedback may be given verbally, assessors should complete the feedback sheet for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before attempting it again.

Notes on using the mark sheets and feedback sheets

The assessments must be marked by the centre using the answer keys provided by City & Guilds.

Assessors must use the answer keys provided for the assessments to award marks.

To obtain a pass in each task, a candidate must achieve a pass mark of 75%.

Candidates whose performance does not meet the criteria for a pass grade will be given a fail grade.

Assessors must complete a mark sheet for each candidate. An example of the completed mark sheet is provided.

Assessors must also ensure that candidates understand why a particular grade has been given. It is for this reason that City & Guilds requires feedback to be provided, and the signature of both the assessor and the candidate on the final assignment mark sheet.

Candidate name

A Candidate

Candidate number

ABC1234

Centre name

Centre Training

Centre number

012345D

Task	Evidence	Grade 1 st attempt	Grade 2 nd attempt
A	Multiple-choice test	<i>Pass</i>	
		Overall grade Pass/Fail	Pass

All parts of the tasks must be passed to allow a grade to be claimed.

I can confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the assessment specification.

Candidate signature

A Candidate

Date

17-11-09

I confirm that the candidate has achieved all the requirements of this unit with the evidence listed and the assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Tutor/assessor signature

Anne Assessor

Date

17-11-09

Quality assurance co-ordinator signature (where applicable)

Ivy Assurance

Date

20-11-09

External verifier signature (where applicable)

Date

2 General information

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in Providing City & Guilds Qualifications and in the Centre toolkit. This document also explains the tasks, activities and responsibilities of quality assurance staff.

Verification of assessments

Centres must use the provided documentation to ensure that external verifiers can check that evidence for an assessment is complete and can ensure that the allocation of marks is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed external verifier who will ensure that

- the quality assurance co-ordinator is undertaking his/her responsibilities
- the quality assurance co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain copies of candidates' assessment records for **three years** after certification.

Entry for assessment and certification

Candidates should be registered via the Walled Garden or using Form S at the beginning of the course.

Results of assessments should be submitted in the form of grades via the Walled Garden or by using Form S. Only those components which have been achieved should be included. Each component number is entered, followed by the grade the candidate has achieved.

Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and the Codes of Practice associated with the industry must always be adhered to.

3 Introduction for candidates

You will be asked to complete knowledge tests, consisting of multiple-choice questions, relating to the qualification you have been studying for.

The tests are your chance to show your understanding of this subject area and to get a qualification, but they are also there to support your learning.

The tests are graded **pass** or **fail**.

Your tutor/assessor will explain what you have to do to get a pass.

Timings

A time limit is set by City & Guilds for each of the four knowledge tests. Your tutor/assessor will explain the details prior to each exam.

This page is intentionally blank

This page is intentionally blank

Assignment overview

This is a summary of the evidence required for this unit.

Outcomes	Task coverage	Evidence required
1 Understand the roles and responsibilities of stewards and other staff at spectator events	Task A 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, 1.12	Complete a multiple-choice test
2 Know how stewards prepare for their duties at spectator events	2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.10, 2.11	
3 Know how stewards check for and respond to hazards at spectator event venues	3.1, 3.2, 3.3, 3.5, 3.6	

This page is intentionally blank

Assignment 201 How Stewards Prepare for Spectator Events

Assignment mark sheet

Candidate name

Candidate number

Centre name

Centre number

Task	Evidence	Grade 1 st attempt	Grade 2 nd attempt
A	Multiple-choice test		
Overall grade Pass/Fail			

All parts of the tasks must be passed to allow a grade to be claimed.

I can confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the assessment specification.

Candidate signature

Date

I confirm that the candidate has achieved all the requirements of this unit with the evidence listed and the assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Tutor/assessor signature

Date

Quality assurance co-ordinator signature (where applicable)

Date

External verifier signature (where applicable)

Date

This page is intentionally blank

Task

Task A Complete a multiple-choice test

Complete a multiple-choice test. This test consists of 25 questions.

This page is intentionally blank

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A)

6851-02-201

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Prepare for Spectator Events

Duration: 45 minutes

This paper contains 25 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A) (continued)

- 1 Which one of the following is the role of a steward at spectator events?
 - ☐ a Ensure the event can take place.
 - ☐ b Ensure customers' enjoyment.
 - ☐ c Safety of customers.
 - ☐ d Safety of premises.

- 2 Safety stewards should ensure that
 - ☐ a planning of the event takes place appropriately
 - ☐ b liaison with emergency services is undertaken
 - ☐ c entry and exit routes are kept clear
 - ☐ d programme sellers are licensed.

- 3 At which one of the following events is stewarding **most** likely to take place?
 - ☐ a Church fete.
 - ☐ b Music festival.
 - ☐ c Swimming gala.
 - ☐ d Schools sports day.

- 4 Which one of the following is a **basic** legal requirement for a spectator event?
 - ☐ a Safety certificate.
 - ☐ b Ambulance cover.
 - ☐ c Sufficient parking.
 - ☐ d Comprehensive insurance.

- 5 Which one of the following is a steward's role at a spectator event?
 - ☐ a Detecting fire.
 - ☐ b Cleaning the venue.
 - ☐ c Selling programmes.
 - ☐ d Providing refreshments.

- 6 Which one of the following is the **most** likely benefit of effective team work at a spectator event?
 - ☐ a Ensuring prompt start.
 - ☐ b Building up team spirit.
 - ☐ c Improving communication skills.
 - ☐ d Assisting promotion opportunities.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A) (continued)

- 7 According to the law, stewards **may** use
- ☐ a realistic force
 - ☐ b reputable force
 - ☐ c reasonable force
 - ☐ d responsible force.
- 8 Which one of the following is responsible for the planning of a spectator event?
- ☐ a Supervisor/Team leader.
 - ☐ b Safety officer.
 - ☐ c Chief steward.
 - ☐ d Fire steward.
- 9 In the event of a safety incident at a spectator event, a steward should report to
- ☐ a a police officer
 - ☐ b the safety officer
 - ☐ c the chief steward
 - ☐ d the supervisor/team leader.
- 10 Which one of the following is a guidance document on stewarding?
- ☐ a Security certificate.
 - ☐ b Safety certificate.
 - ☐ c Personal certificate.
 - ☐ d Public certificate.
- 11 Which one of the following allows a steward to remove a customer from an event?
- ☐ a Exit Policy.
 - ☐ b Entry Policy.
 - ☐ c Ejection Policy.
 - ☐ d Evaluation Policy.
- 12 Professional development improves
- ☐ a pay
 - ☐ b promotion
 - ☐ c punctuality
 - ☐ d performance.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A) (continued)

13 A steward should

- ☐ a treat people fairly
- ☐ b take sides if required
- ☐ c make snap decisions
- ☐ d discriminate where appropriate.

14 A steward **must** be identifiable to

- ☐ a allow people to meet up with them
- ☐ b improve customer service
- ☐ c be easily visible
- ☐ d receive salary.

15 A spectator event safety handbook should include

- ☐ a pay scales
- ☐ b start times
- ☐ c code words
- ☐ d licensing hours.

16 A steward's briefing is important to

- ☐ a identify running order
- ☐ b reinforce critical information
- ☐ c allow break times to be given
- ☐ d allow stand down times to be identified.

17 Which of the following is a steward's pre-event routine?

- ☐ a Cleaning of venue.
- ☐ b Checking area for hazards.
- ☐ c Locating programme sellers.
- ☐ d Liaising with the event manager.

18 Which one of the following would a steward **normally** be provided with at registration?

- ☐ a Refreshment voucher.
- ☐ b Appropriate PPE.
- ☐ c Mobile phone.
- ☐ d A torch.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A) (continued)

- 19 Which **two** of the following is it important to note during briefings?
1. Pay scales.
 2. Event policies.
 3. PPE requirements.
 4. Cost of refreshments.
- ☐ a 1 and 2.
- ☐ b 2 and 3.
- ☐ c 3 and 4.
- ☐ d 1 and 4.
- 20 Which one of the following would **not** be provided at stewards briefings?
- ☐ a Assembly points.
- ☐ b Specific intelligence.
- ☐ c Programme locations.
- ☐ d Emergency procedures.
- 21 It is **most** important for a steward to know the location of the
- ☐ a ticket office
- ☐ b food outlet
- ☐ c first aid room
- ☐ d cleaning staff.
- 22 Mandatory signage is coloured
- ☐ a green
- ☐ b blue
- ☐ c red
- ☐ d yellow.
- 23 Which one of the following is a hazard which may be found at a spectator safety event?
- ☐ a Illegal vendors.
- ☐ b Slippery surface.
- ☐ c Closed ticket office.
- ☐ d Boisterous spectators.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (A) (continued)

24 When a steward identifies a slippery floor, they should report it to

- ☐ a a police officer
- ☐ b the safety officer
- ☐ c the chief steward
- ☐ d the supervisor/team leader.

25 It is important to have **correct** hazard reporting procedures in place because it prevents

- ☐ a disappointment
- ☐ b possible injuries
- ☐ c loss of entrance monies
- ☐ d unnecessary loss of wages.

NOW GO BACK AND CHECK YOUR WORK

- IMPORTANT

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B)

6851-02-201

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Prepare for Spectator Events

Duration: 45 minutes

This paper contains 25 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B) (continued)

- 1 Stewards at spectator events should ensure the
 - ☐ a safety of themselves and others
 - ☐ b seating is appropriate for the event
 - ☐ c refreshment facilities are adequate
 - ☐ d emergency services are available.

- 2 Stewards should **always** ensure that
 - ☐ a the venue is searched before the event
 - ☐ b refreshment kiosks are fully stocked
 - ☐ c the event starts on time
 - ☐ d the cash machines are available.

- 3 Which of the following events would **most** likely have stewards in attendance?
 - ☐ a Garden party.
 - ☐ b Swimming gala.
 - ☐ c Town carnival.
 - ☐ d School sports day.

- 4 Which one of the following is a **basic** legal requirement for a spectator event?
 - ☐ a Police attendance.
 - ☐ b Contingency plans.
 - ☐ c Sufficient programmes.
 - ☐ d Provision of refreshments.

- 5 Which of the following is a role of a steward at a spectator event?
 - ☐ a Picking up litter.
 - ☐ b Staffing an exit gate.
 - ☐ c Selling merchandise.
 - ☐ d Providing refreshments.

- 6 It is **most** important for stewards to work together as a team in order to
 - ☐ a ensure enjoyment of the event
 - ☐ b provide a professional service
 - ☐ c maintain a positive attitude
 - ☐ d develop friendships.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B) (continued)

- 7 The use of reasonable force is governed by Section 3 (1) of the
- ☐ a Health and Safety at Work etc Act 1974
 - ☐ b Offences against the Person Act 1861
 - ☐ c Human Rights Act 1998
 - ☐ d Criminal Law Act 1967.
- 8 Who is responsible for the organisation of a spectator event?
- ☐ a Supervisor/Team leader.
 - ☐ b CCTV operator.
 - ☐ c Chief steward.
 - ☐ d Safety officer.
- 9 When finding an unattended exit gate, a steward should report to
- ☐ a a police officer
 - ☐ b the safety officer
 - ☐ c the chief steward
 - ☐ d the supervisor/team leader.
- 10 Which one of the following documents provides guidance to stewards at events?
- ☐ a Stewards handbook.
 - ☐ b Stewards contract.
 - ☐ c Event handbook.
 - ☐ d Event contract.
- 11 Which one of the following allows a steward to refuse entry to a customer at an event?
- ☐ a Exit Policy.
 - ☐ b Ejection Policy.
 - ☐ c Searching Policy.
 - ☐ d Evaluation Policy.
- 12 Why is it important for stewards to continue to improve on their personal development?
- ☐ a To ensure the safety of customers.
 - ☐ b To ensure they get more work.
 - ☐ c To impress the organisers.
 - ☐ d To impress the customers.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B)(continued)

- 13 A steward should always behave
- ☐ a illogically
 - ☐ b emotionally
 - ☐ c professionally
 - ☐ d indiscriminately.
- 14 It is important to wear correct identification at **all** times so the stewards can
- ☐ a be easily paid
 - ☐ b be easily recognised
 - ☐ c obtain free programmes
 - ☐ d obtain refreshments at a reduced cost.
- 15 A spectator event safety handbook should always include
- ☐ a pay scales
 - ☐ b assembly points
 - ☐ c finish times
 - ☐ d licensing hours.
- 16 Prior to an event it is important to
- ☐ a check equipment
 - ☐ b check refreshment facilities
 - ☐ c check time of breaks
 - ☐ d check stand down times.
- 17 Which of the following is in a **typical** steward's pre-event routine?
- ☐ a Liaising with the police.
 - ☐ b Attendance at a briefing.
 - ☐ c Liaising with the security team.
 - ☐ d Ensuring refreshment kiosks are stocked.
- 18 Which one of the following could a steward be provided with at registration?
- ☐ a Food voucher.
 - ☐ b Programme.
 - ☐ c Mobile phone.
 - ☐ d Camera.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B) (continued)

- 19 It is important for stewards to note information given at briefings to
- ☐ a ensure they have up-to-date information
 - ☐ b provide the police with confidential information
 - ☐ c know the cost of programmes
 - ☐ d inform participants of the finish times.
- 20 Which of the following information would **not** be provided at a steward's briefing?
- ☐ a Lines of reporting.
 - ☐ b Police deployments.
 - ☐ c Event doctor's details.
 - ☐ d Emergency code words.
- 21 It is important that a steward should know the location of the nearest
- ☐ a public phone
 - ☐ b railway station
 - ☐ c bus stop
 - ☐ d emergency phone.
- 22 Solid blue circle signs in a stadium are **normally**
- ☐ a information
 - ☐ b guidance
 - ☐ c mandatory
 - ☐ d warning.
- 23 Which of the following is a hazard which **may** be found at a venue?
- ☐ a Insufficient first aid staff.
 - ☐ b Broken seat.
 - ☐ c Duplicate ticket.
 - ☐ d Insufficient police.

Assignment 201 How Stewards Prepare for Spectator Events

Multiple-choice test (B) (continued)

24 When a steward identifies a hazard, they should

- ☐ a never deal with it alone
- ☐ b ignore it if possible
- ☐ c deal with it if they can and report it
- ☐ d deal with it if they can and not report it.

25 When dealing with hazards, it is important to follow reporting procedures in order to prevent

- ☐ a a reoccurrence
- ☐ b an insurance claim
- ☐ c a complaint against the venue
- ☐ d a complaint against the steward.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Candidate feedback sheet

Candidate name		Enrolment number
Assessor name		Centre number
Dates assignment submitted	1 st	
	2 nd	
Tasks	1st Submission	Resubmission
	Outcome Pass/Fail	Outcome Pass/Fail
A		
		Quality assurance co-ordinator signature (if sampled)

Tutor's/assessor's feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)
Tutor's/assessor's feedback to candidate on outcome of resubmission

Date of final assessment decision _____

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor
signature _____

Date _____

I confirm that the assignment work to which this result relates, is all my own work

Candidate signature _____

Date _____

Quality assurance co-
ordinator signature _____

Date _____

Assignment 201 How Stewards Prepare for Spectator Events

Assessor guidance

Task A

This multiple-choice test contains **25** questions.

City & Guilds have provided two versions of the test (A and B) for Assignment 201 as a measure to safeguard the integrity of the examination process. The tests should be alternated for re-sits and between candidates.

Candidates should not see the test before the beginning of the examination. The test should be taken under supervised conditions as a closed-book test. Invigilation can be by an assessor/tutor, or any other approved member of centre staff. There is a time limit set on this test. The test duration is **45** minutes.

Candidates should put their name and the date on the front of the question paper.

Each question is worth one (1) mark. Assessor/tutor should mark the questions and record the marks on the question paper and the mark scheme. No half marks should be awarded.

The task assessed by multiple-choice questions is graded **pass** or **fail** only. Where candidates do not achieve the necessary pass mark of 75%, they should be given a chance to re-sit the questions, allowing for enough time for them to revise.

All completed questions should be securely stored by the centre for verification by City & Guilds, and under no circumstances should candidates be allowed to take question papers away with them.

This page is intentionally blank

Assignment overview

This is a summary of the evidence required for this unit.

Outcomes	Task coverage	Evidence required
	Task A	Complete a multiple-choice test
1 Know how stewards control the entry, exit and movement of spectators at events	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8 2.1, 2.2, 2.3, 2.4	
2 Know how stewards recognise and respond to illegal and prohibited items at spectator events	3.1, 3.2, 3.3, 3.4, 3.6, 3.7, 3.8, 3.9	
3 Know how stewards help customers with their problems at spectator events	4.1, 4.2, 4.3, 4.4, 4.5, 4.6	
4 Know how stewards deal with challenging customer behaviour at spectator events		

This page is intentionally blank

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Assignment mark sheet

Candidate name

Candidate number

Centre name

Centre number

Task	Evidence	Grade 1 st attempt	Grade 2 nd attempt
A	Multiple-choice test		
Overall grade Pass/Fail			

All parts of the tasks must be passed to allow a grade to be claimed.

I can confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the assessment specification.

Candidate signature

Date

I confirm that the candidate has achieved all the requirements of this unit with the evidence listed and the assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Tutor/assessor signature

Date

Quality assurance co-ordinator signature (where applicable)

Date

External verifier signature (where applicable)

Date

This page is intentionally blank

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Task

Task A Complete a multiple-choice test

Complete a multiple-choice test. This test consists of 26 questions.

This page is intentionally blank

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (A)

6851-02-202

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Control the Entry, Exit and Movement of Spectators at Events

Duration: 45 minutes

This paper contains 26 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (A) (continued)

- 1 Which one of the following regulations enables stewards to refuse entry or ask customers to leave an event?
- ☐ a The Venue Rules.
 - ☐ b Health and Safety.
 - ☐ c Prevention of Terrorism.
 - ☐ d Breach of Licensing.
- 2 When refusing entry or asking someone to leave the venue, the steward should **firstly**
- ☐ a consult a colleague
 - ☐ b ensure refusal/ejection is valid
 - ☐ c inform the supervisor/team leader
 - ☐ d explain the reason to other spectators.
- 3 The **main** reason for giving an explanation when refusing entry is to
- ☐ a allow for ticket refund
 - ☐ b prevent complaints
 - ☐ c prevent potential conflict
 - ☐ d comply with venue rules.
- 4 When supervising spectator entry, a steward should
- ☐ a search the customers as directed
 - ☐ b only support spectators in their areas
 - ☐ c move position to support other stewards
 - ☐ d leave to check capacities in seating areas.
- 5 When controlling queues, stewards should monitor them
- ☐ a occasionally
 - ☐ b frequently
 - ☐ c constantly
 - ☐ d periodically.
- 6 When supervising spectator movement between areas, stewards should
- ☐ a ignore customer requests
 - ☐ b shout instructions loudly
 - ☐ c rush customers quickly
 - ☐ d communicate clearly.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (A) (continued)

- 7 It is important that designated areas are monitored carefully to
- ☐ a ensure the customers are enjoying the event
 - ☐ b identify potential hazards
 - ☐ c increase promotion prospects
 - ☐ d locate other staff.
- 8 When supervising spectator exit, stewards should
- ☐ a only assist spectators who ask for help
 - ☐ b move position to check other exits
 - ☐ c monitor several exits at a time
 - ☐ d remain at designated position.
- 9 Which one of the following items would be considered illegal at an event?
- ☐ a Flag.
 - ☐ b Alcohol.
 - ☐ c Air horn.
 - ☐ d Knife.
- 10 Following the discovery of illegal items, an event steward **must firstly**
- ☐ a contact the police
 - ☐ b seize them if possible
 - ☐ c maintain safety of self and others
 - ☐ d contact supervisor/team leader.
- 11 Which one of the following items is **most** likely to be prohibited at an event?
- ☐ a Mobile phone.
 - ☐ b Push chair.
 - ☐ c Alcohol.
 - ☐ d Radio.
- 12 Following the discovery of prohibited items, an event steward should inform the
- ☐ a safety officer
 - ☐ b event manager
 - ☐ c nearest police officer
 - ☐ d supervisor/team leader.

Assignment 202 **How Stewards Control the Entry, Exit and Movement of Spectators at Events**

Multiple-choice test (A) (continued)

- 13 Good customer care is important because
- ☐ a stewards may be offered a better job
 - ☐ b stewards are legally obliged to do so
 - ☐ c it will encourage customers to come back
 - ☐ d the management team will have fewer problems.
- 14 It is important to take into account equality and diversity because it
- ☐ a prevents complaints
 - ☐ b provides good publicity
 - ☐ c improves promotion prospects
 - ☐ d provides stewards with good self esteem.
- 15 When dealing with customers, stewards should speak
- ☐ a only when spoken to
 - ☐ b only to provide venue information
 - ☐ c as they are spoken to
 - ☐ d clearly and politely.
- 16 Which one of the following **must** a steward be aware of at an event?
- ☐ a Opening times of local public houses.
 - ☐ b Ticket office opening times.
 - ☐ c First aid posts.
 - ☐ d Train times.
- 17 Which of the following customer problems is a steward **most** likely to deal with at an event?
- ☐ a Needing information and advice.
 - ☐ b Relationship difficulties.
 - ☐ c Clamped cars.
 - ☐ d Parking fines.
- 18 When customers encounter problems at an event, stewards should **initially**
- ☐ a ignore the problem
 - ☐ b let them sort it out themselves
 - ☐ c deal with the problem if possible
 - ☐ d refer them to the event organisers.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (A) (continued)

- 19 What should a steward do if they are unable to deal with a customer problem?
- ☐ a Ask a fellow steward to deal with it.
 - ☐ b Refer to supervisor/team leader.
 - ☐ c Direct the customer to the local authorities.
 - ☐ d Let the customer deal with the problem on their own.
- 20 Upon receiving a complaint that they **cannot** deal with, a steward should
- ☐ a ask the customer to submit the complaint in writing
 - ☐ b ask other spectators to help
 - ☐ c obtain details of the complaint
 - ☐ d ignore the customer.
- 21 Which one of the following situations would **most** likely cause challenging customer behaviour at spectator events?
- ☐ a Large orderly queue.
 - ☐ b Prompt start of event.
 - ☐ c Event finishes on time.
 - ☐ d Lack of facilities.
- 22 When dealing with challenging behaviour, stewards have
- ☐ a the same power of arrest as the general public
 - ☐ b the same power of arrest as a police officer
 - ☐ c more power of arrest than the general public
 - ☐ d more power of arrest than a police officer.
- 23 To prevent escalation of challenging behaviour, stewards should
- ☐ a show their authority
 - ☐ b call for assistance
 - ☐ c inform the police
 - ☐ d show empathy.
- 24 When dealing with challenging behaviour, stewards should be
- ☐ a aggressive
 - ☐ b apprehensive
 - ☐ c assertive
 - ☐ d passive.

Assignment 202 **How Stewards Control the Entry, Exit and Movement of Spectators at Events**

Multiple-choice test (A) (continued)

- 25 A steward should contact the supervisor for assistance and support
- ☐ a when they can deal with the situation
 - ☐ b when they cannot deal with the situation
 - ☐ c only at the end of the shift
 - ☐ d only before taking their break.
- 26 When stewards have to use force to eject a customer, it is important that
- ☐ a only sufficient force is used
 - ☐ b the steward threatens to call the police
 - ☐ c only reasonable and necessary force is used
 - ☐ d sufficient force is used to ensure the customer does not return.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B)

6851-02-202

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Control the Entry, Exit and Movement of Spectators at Events

Duration: 45 minutes

This paper contains 26 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

© The City and Guilds of London Institute 2009.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B) (continued)

- 1 Which of the following is covered by Venue Rules?
- ☐ a Pricing policy.
 - ☐ b Ejection policy.
 - ☐ c Entertainment policy.
 - ☐ d Refreshment policy.
- 2 If a steward is going to refuse entry or ask someone to leave a venue, they should
- ☐ a outline the circumstances to the police if present
 - ☐ b obtain names and addresses of witnesses
 - ☐ c outline the circumstances to the customer
 - ☐ d seek assistance from the public.
- 3 A steward should give an explanation to a spectator when refusing entry to
- ☐ a act in accordance with safety certificate
 - ☐ b comply with venue rules
 - ☐ c allow for ticket refund
 - ☐ d prevent complaints.
- 4 During the supervision of spectators entering the venue, a steward should
- ☐ a monitor all areas
 - ☐ b take regular breaks
 - ☐ c search all spectators
 - ☐ d monitor area as allocated.
- 5 When controlling queues, stewards should communicate with
- ☐ a the police
 - ☐ b the safety officer
 - ☐ c the customers
 - ☐ d the facilities team.
- 6 During the supervision of spectator movement between areas, stewards should
- ☐ a monitor signs of crowd distress
 - ☐ b ignore customer requests
 - ☐ c shout instructions loudly
 - ☐ d move customers quickly.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B) (continued)

- 7 Designated areas should be monitored carefully to ensure the safety of
- ☐ a customers
 - ☐ b stewards
 - ☐ c police
 - ☐ d vendors.
- 8 During the supervision of spectators exiting the venue, stewards should
- ☐ a never communicate with customers verbally
 - ☐ b always ensure toilets are available
 - ☐ c always comply with venue policies
 - ☐ d never provide directions verbally.
- 9 Which of the following items would be considered illegal at an event?
- ☐ a Air horn.
 - ☐ b Alcohol.
 - ☐ c Banner.
 - ☐ d Firework.
- 10 Upon the discovery of illegal items, a steward should **firstly**
- ☐ a inform the police
 - ☐ b seize the items if possible
 - ☐ c arrest the customer
 - ☐ d allow entry.
- 11 Which one of the following items is **most** likely to be prohibited at an event?
- ☐ a Large bag.
 - ☐ b Umbrella.
 - ☐ c Push chair.
 - ☐ d Phone.
- 12 Upon discovering prohibited items, a steward should **firstly**
- ☐ a seize the items
 - ☐ b refuse entry to the customer
 - ☐ c allow entry to venue
 - ☐ d explain the policy to customer.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B) (continued)

- 13 A high standard of customer care is important because it
- ☐ a enhances promotion prospects
 - ☐ b increases complaints
 - ☐ c reduces potential conflict
 - ☐ d makes role look good.
- 14 It is important to take into account equality and diversity because it
- ☐ a ensures good customer experience
 - ☐ b may offend other stewards
 - ☐ c reduces complaints
 - ☐ d may offend the event owners.
- 15 When dealing with customers, stewards should communicate
- ☐ a in an abrupt manner
 - ☐ b only to provide venue information
 - ☐ c in a sympathetic manner
 - ☐ d clearly and politely.
- 16 Which of the following information would a customer **most** likely need at an event?
- ☐ a Location of taxi ranks.
 - ☐ b Date of next event.
 - ☐ c Location of facilities.
 - ☐ d Stewarding opportunities.
- 17 A steward is **most** likely to deal with which of the following customer problems at an event?
- ☐ a Family feuds.
 - ☐ b Ticketing issues.
 - ☐ c Lost children.
 - ☐ d Lost property.
- 18 When helping customers at an event, stewards should
- ☐ a keep customers informed
 - ☐ b pass them on to colleagues
 - ☐ c never ask for personal details
 - ☐ d always expect a compliment.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B) (continued)

- 19 Which of the following issues should a steward refer to their supervisor?
- ☐ a Food prices.
 - ☐ b Missing property.
 - ☐ c Alcohol sales.
 - ☐ d Lack of programmes.
- 20 When taking a customer complaint, a steward should
- ☐ a inform customer to report it after the event
 - ☐ b refer them to another steward
 - ☐ c make a note of the details
 - ☐ d inform the safety officer.
- 21 Which of the following situations would **most** likely cause challenging customer behaviour at spectator events?
- ☐ a Orderly queues.
 - ☐ b Unexplained delay.
 - ☐ c No interval entertainment.
 - ☐ d No pre-event entertainment.
- 22 When dealing with challenging behaviour, a steward can use
- ☐ a appropriate force
 - ☐ b responsible force
 - ☐ c reasonable force
 - ☐ d excessive force.
- 23 In order to prevent escalation of challenging behaviour, stewards should
- ☐ a sympathise
 - ☐ b empathise
 - ☐ c fraternise
 - ☐ d patronise.
- 24 When dealing with challenging behaviour, stewards should
- ☐ a restrain the customer
 - ☐ b remain indifferent
 - ☐ c move closer
 - ☐ d remain calm.

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Multiple-choice test (B) (continued)

25 When requiring assistance and support, how should a steward get help? They should use

- ☐ a a megaphone
- ☐ b their mobile phone
- ☐ c a customer's phone
- ☐ d the emergency phone.

26 When using reasonable force in self-defence, the law states a steward can only use force to

- ☐ a defend themselves
- ☐ b defend themselves and others
- ☐ c defend themselves against attack
- ☐ d defend themselves and others against attack.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Candidate feedback sheet

Candidate name		Enrolment number
Assessor name		Centre number
Dates assignment submitted	1 st	
	2 nd	
Tasks	1st Submission	Resubmission
	Outcome Pass/Fail	Outcome Pass/Fail
A		
		Quality assurance co-ordinator signature (if sampled)

Tutor's/assessor's feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Tutor's/assessor's feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor
signature

Date

I confirm that the assignment work to which this result relates, is all my own work

Candidate signature

Date

Quality assurance co-
ordinator signature

Date

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Assessor guidance

Task A

This multiple-choice test contains **26** questions.

City & Guilds have provided two versions of the test (A and B) for Assignment 202 as a measure to safeguard the integrity of the examination process. The tests should be alternated for re-sits and between candidates.

Candidates should not see the test before the beginning of the examination. The test should be taken under supervised conditions as a closed-book test. Invigilation can be by an assessor/tutor, or any other approved member of centre staff. There is a time limit set on this test. The test duration is **45** minutes.

Candidates should put their name and the date on the front of the question paper.

Each question is worth one (1) mark. Assessor/tutor should mark the questions and record the marks on the question paper and the mark scheme. No half marks should be awarded.

The task assessed by multiple-choice questions is graded **pass** or **fail** only. Where candidates do not achieve the necessary pass mark of 75%, they should be given a chance to re-sit the questions, allowing for enough time for them to revise.

All completed questions should be securely stored by the centre for verification by City & Guilds, and under no circumstances should candidates be allowed to take question papers away with them.

This page is intentionally blank

Assignment overview

This is a summary of the evidence required for this unit.

Outcomes	Task coverage	Evidence required
1 Know how stewards recognise and respond to potential crowd problems at spectator events	Task A 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8	Complete a multiple-choice test
2 Know how stewards recognise and respond to illegal and unsociable behaviour at spectator events	2.1, 2.2, 2.3, 2.4, 2.5	

This page is intentionally blank

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Assignment mark sheet

Candidate name

Candidate number

Centre name

Centre number

Task	Evidence	Grade 1 st attempt	Grade 2 nd attempt
A	Multiple-choice test		
Overall grade Pass/Fail			

All parts of the tasks must be passed to allow a grade to be claimed.

I can confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the assessment specification.

Candidate signature

Date

I confirm that the candidate has achieved all the requirements of this unit with the evidence listed and the assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Tutor/assessor signature

Date

Quality assurance co-ordinator signature (where applicable)

Date

External verifier signature (where applicable)

Date

This page is intentionally blank

Assignment 203**How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events****Task****Task A****Complete a multiple-choice test**

Complete a multiple-choice test. This test consists of 15 questions.

This page is intentionally blank

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (A)

6851-02-203

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Duration: 30 minutes

This paper contains 15 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Multiple-choice test (A) (continued)

- 1 It is important that designated areas are monitored carefully to ensure safety of
 - ☐ a stewards
 - ☐ b customers
 - ☐ c participants
 - ☐ d programme sellers.
- 2 Stewards should monitor crowds at an event by
 - ☐ a periodic observation
 - ☐ b periodic CCTV observation
 - ☐ c constant observation
 - ☐ d taking video recordings.
- 3 Which one of the following would **not** be classified as a potential crowd problem?
 - ☐ a Local overcrowding.
 - ☐ b Unexpected crowd movement.
 - ☐ c Overpriced programmes.
 - ☐ d Uncontrolled queues.
- 4 Which of the following would be classified as a crowd problem that could occur at an event?
 - ☐ a Managed crowd movements.
 - ☐ b Unexpected crowd movements.
 - ☐ c Large orderly queue.
 - ☐ d Cheering spectators.
- 5 On identifying an unexpected crowd movement, stewards should inform the
 - ☐ a nearest police officer
 - ☐ b event manager
 - ☐ c safety officer
 - ☐ d supervisor/team leader.
- 6 When dealing with crowd problems, stewards should operate
 - ☐ a spontaneously
 - ☐ b on instructions
 - ☐ c aggressively
 - ☐ d independently.

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (A) (continued)

- 7 When dealing with crowd problems, stewards should
- ☐ a deal with the problem if possible
 - ☐ b allow problem to develop
 - ☐ c never speak to those involved
 - ☐ d always speak to those involved.
- 8 It is important that stewards remain calm and follow instructions during a crowd problem in order to
- ☐ a prevent panic
 - ☐ b show sympathy
 - ☐ c reduce personal injury
 - ☐ d improve promotion prospects.
- 9 What would be a possible consequence of rushing into the middle of a disturbance under-resourced?
- ☐ a There would be no consequence at all.
 - ☐ b The steward may be rewarded for bravery.
 - ☐ c It could place the steward and others at risk.
 - ☐ d The steward would earn respect from spectators.
- 10 In the event of problems in the centre of a seating row, stewards should
- ☐ a enter the seating area to deal with the situation
 - ☐ b monitor the problem until it has subsided
 - ☐ c inform control and wait for instructions
 - ☐ d do nothing.
- 11 Quick response to unsocial or illegal behaviour prevents
- ☐ a personal injury
 - ☐ b escalation of behaviour
 - ☐ c litigation against employer
 - ☐ d litigation against the event organiser.
- 12 Which of the following would be classified as illegal behaviour at an indoor event?
- ☐ a Queue jumping.
 - ☐ b Showing favouritism.
 - ☐ c Drinking alcohol.
 - ☐ d Smoking.

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (A) (continued)

- 13 When stewards encounter illegal behaviour, they should inform the
- ☐ a supervisor/team leader
 - ☐ b nearest police officer
 - ☐ c event manager
 - ☐ d safety officer.
- 14 Which one of the following is an unsocial behaviour **most** likely to occur at an event?
- ☐ a Moaning about a long queue.
 - ☐ b Not buying a programme.
 - ☐ c Using abusive language.
 - ☐ d Jumping and cheering.
- 15 When stewards encounter unsociable behaviour, they should
- ☐ a do nothing
 - ☐ b respond to instructions
 - ☐ c deal with the situation on their own
 - ☐ d retreat from the area and seek assistance.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (B)

6851-02-203

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Duration: 30 minutes

This paper contains 15 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (B) (continued)

- 1 It is important to monitor designated areas to identify
 - ☐ a unexpected weather conditions
 - ☐ b unexpected crowd movements
 - ☐ c crowd enjoyment
 - ☐ d crowd involvement.

- 2 When monitoring for crowd problems stewards should
 - ☐ a observe and listen
 - ☐ b observe and ask questions
 - ☐ c ask questions and listen
 - ☐ d observe only.

- 3 Which of the following is **not** classified as a potential crowd problem?
 - ☐ a Over-capacity.
 - ☐ b Trespass into unauthorised areas.
 - ☐ c Overpriced programmes.
 - ☐ d Separation of individuals/groups.

- 4 Which of the following is classified as a crowd problem that could occur at an event?
 - ☐ a Controlled spectator movements.
 - ☐ b Unexpected spectator movements.
 - ☐ c Lack of catering facilities.
 - ☐ d Lack of toilet facilities.

- 5 If a steward identifies crowd distress, they should
 - ☐ a try to deal with it themselves
 - ☐ b move away to ensure their safety
 - ☐ c inform the supervisor/team leader
 - ☐ d only observe.

- 6 When dealing with crowd problems, it is important to
 - ☐ a remain still
 - ☐ b remain calm
 - ☐ c react instinctively
 - ☐ d react only on instruction.

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (B) (continued)

- 7 When dealing with a crowd problem, stewards should be
- ☐ a concealed
 - ☐ b visible
 - ☐ c aggressive
 - ☐ d passive.
- 8 When responding to potential crowd problems, stewards should remain calm in order to
- ☐ a create a good impression
 - ☐ b avoid complaints
 - ☐ c prevent panic
 - ☐ d befriend the culprits.
- 9 Which of the following situations **may** place stewards or others at risk?
- ☐ a Contacting the supervisor.
 - ☐ b Aggressive behaviour .
 - ☐ c Contacting the safety officer.
 - ☐ d Assertive behaviour.
- 10 When responding to potential crowd problems, stewards can avoid putting themselves and others at risk by **not**
- ☐ a reacting to the problem
 - ☐ b rushing into the area of concern
 - ☐ c informing the supervisor of the scope of the problem
 - ☐ d informing the safety officer of the scope of the problem.
- 11 It is important for stewards to recognise and respond to illegal and unsociable behaviour in order to
- ☐ a ensure event continues
 - ☐ b impress customers
 - ☐ c minimise the problem
 - ☐ d avoid complaints.
- 12 Which of the following is classified as illegal behaviour?
- ☐ a Boisterous conduct.
 - ☐ b Removing clothing.
 - ☐ c Racist chanting.
 - ☐ d Loud chanting.

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Multiple-choice test (B) (continued)

13 If stewards encounter illegal behaviour, they should

- ☐ a never deal with the situation as a team
- ☐ b always deal with the situation alone
- ☐ c always deal with the situation
- ☐ d never deal with the situation.

14 Which of the following is unsociable behaviour that **may** occur at an event?

- ☐ a Lewd behaviour.
- ☐ b Racist behaviour.
- ☐ c Drug abuse.
- ☐ d Smoking.

15 Upon identifying unsociable behaviour, stewards should

- ☐ a ignore it
- ☐ b respond to instructions
- ☐ c report it to the police
- ☐ d take photographs.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Candidate feedback sheet

Candidate name		Enrolment number	
Assessor name		Centre number	
Dates assignment submitted	1 st		
	2 nd		
Tasks	1st Submission	Resubmission	Quality assurance co-ordinator signature (if sampled)
	Outcome Pass/Fail	Outcome Pass/Fail	
A			

Tutor's/assessor's feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Tutor's/assessor's feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor
signature

Date

I confirm that the assignment work to which this result relates, is all my own work

Candidate signature

Date

Quality assurance co-
ordinator signature

Date

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Assessor guidance

Task A

This multiple-choice test contains **15** questions.

City & Guilds have provided two versions of the test (A and B) for Assignment 203 as a measure to safeguard the integrity of the examination process. The tests should be alternated for re-sits and between candidates.

Candidates should not see the test before the beginning of the examination. The test should be taken under supervised conditions as a closed-book test. Invigilation can be by an assessor/tutor, or any other approved member of centre staff. There is a time limit set on this test. The test duration is **45** minutes.

Candidates should put their name and the date on the front of the question paper.

Each question is worth one (1) mark. Assessor/tutor should mark the questions and record the marks on the question paper and the mark scheme. No half marks should be awarded.

The task assessed by multiple-choice questions is graded **pass** or **fail** only. Where candidates do not achieve the necessary pass mark of 75%, they should be given a chance to re-sit the questions, allowing for enough time for them to revise.

All completed questions should be securely stored by the centre for verification by City & Guilds, and under no circumstances should candidates be allowed to take question papers away with them.

This page is intentionally blank

Assignment overview

This is a summary of the evidence required for this unit.

Outcomes	Task coverage	Evidence required
1 Know how to respond to injuries and illnesses on a first on scene basis	Task A 1.1, 1.2, 1.3, 1.4, 1.5, 1.6	Complete a multiple-choice test
2 Know how to follow emergency procedures	2.1, 2.2, 2.3, 2.5, 2.6, 2.7	

This page is intentionally blank

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Assignment mark sheet

Candidate name

Candidate number

Centre name

Centre number

Task	Evidence	Grade 1 st attempt	Grade 2 nd attempt
A	Multiple-choice test		
Overall grade Pass/Fail			

All parts of the tasks must be passed to allow a grade to be claimed.

I can confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the assessment specification.

Candidate signature

Date

I confirm that the candidate has achieved all the requirements of this unit with the evidence listed and the assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Tutor/assessor signature

Date

Quality assurance co-ordinator signature (where applicable)

Date

External verifier signature (where applicable)

Date

This page is intentionally blank

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Task

Task A Complete a multiple-choice test

Complete a multiple-choice test. This test consists of 14 questions.

This page is intentionally blank

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (A)

6851-02-204

Level 2 Award in Understanding Stewarding at Spectator Events

How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

Duration: 30 minutes

This paper contains 14 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (A) (continued)

- 1 It is important to deal with people who are injured or ill promptly, calmly and correctly to
- ☐ a minimise criticism from the police
 - ☐ b minimise injury and panic
 - ☐ c reassure other spectators
 - ☐ d reassure casualties' friends.
- 2 Which of the following would be classified as a **minor** injury that can occur at an event?
- ☐ a Gash to the head.
 - ☐ b Broken limb.
 - ☐ c Concussion.
 - ☐ d Cut finger.
- 3 When arriving **first** at the scene of an injury, a steward should
- ☐ a obtain details of witnesses
 - ☐ b call for supervisor/team leader
 - ☐ c call for qualified assistance
 - ☐ d treat the injury.
- 4 Upon arriving **first** at the scene of an illness, a steward should
- ☐ a contact the safety officer
 - ☐ b remove customer from scene
 - ☐ c provide comfort and reassurance
 - ☐ d allow other spectators to deal with the matter.
- 5 When reporting an injury, which one of the following pieces of information should a steward give to qualified assistance?
- ☐ a Name of the first aider.
 - ☐ b Name of the safety officer.
 - ☐ c Location of casualty.
 - ☐ d Location of the first aid room.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (A) (continued)

- 6 It is important to report accidents and incidents that occur at a spectator event in order to
- ☐ a impress the supervisor
 - ☐ b prevent future occurrences
 - ☐ c comply with RIDDOR
 - ☐ d arrange counselling for those involved.
- 7 Which one of the following would be the **correct** reporting procedure following an accident? Complete
- ☐ a staff handbook
 - ☐ b safety report
 - ☐ c near miss report
 - ☐ d accident report/book.
- 8 It is important to respond to emergencies promptly, calmly and correctly in order to reassure
- ☐ a the casualty
 - ☐ b the witnesses
 - ☐ c other spectators
 - ☐ d event management.
- 9 Which of the following would be classified as an emergency at an event?
- ☐ a Queue jumping.
 - ☐ b Disorder.
 - ☐ c Closed ticket office.
 - ☐ d Lack of toilet facilities.
- 10 Which of the following procedures should be followed when dealing with emergencies at a spectator event?
- ☐ a Local authority contingency plans.
 - ☐ b Police contingency plans.
 - ☐ c Event contingency plans.
 - ☐ d Green guide.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (A) (continued)

- 11 Which of the following would **not** be classified as a problem that may occur in an emergency?
- ☐ a Panic.
 - ☐ b Failure of emergency exit.
 - ☐ c Spectators ignore instructions.
 - ☐ d Tickets are not available.
- 12 When a problem is identified during an emergency, a steward should
- ☐ a communicate clearly
 - ☐ b communicate loudly
 - ☐ c communicate abruptly
 - ☐ d communicate aggressively.
- 13 **All** problems experienced during an emergency should be reported in order to
- ☐ a identify blame
 - ☐ b protect oneself
 - ☐ c protect the event owners
 - ☐ d prevent future occurrence.
- 14 It is **essential** to follow the **correct** procedures when reporting problems identified during emergencies to ensure that
- ☐ a the customers are satisfied
 - ☐ b better promotion prospects are available
 - ☐ c the media will not be critical of the event
 - ☐ d emergency plans can be re-written if necessary.

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (B)

6851-02-204

Level 2 Award in Understanding Stewarding at Spectator Events

How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

Duration: 30 minutes

This paper contains 14 questions.

You should have the

following for this examination

- a pen with black or blue ink

Candidate name _____ Candidate number _____

Centre name _____ Centre number _____

Date of exam _____

Read the following notes before you answer any questions

- You **must** use a pen with black or blue ink to complete **all** parts of the question paper.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct. Decide which **one** is correct and mark your answer on the **answer sheet** with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☐ c blue
- ☐ d orange.

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this

1 On a cloudless day at midday the sky typically appears

- ☐ a black
- ☒ b green
- ☒ c blue
- ☐ d orange.

Attempt all questions. If you find a question difficult, leave it and return to it later.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (B) (continued)

- 1 Why is it important to deal with people who are injured or ill promptly, calmly and correctly?
- ☐ a To minimise disruption.
 - ☐ b To reassure colleagues.
 - ☐ c To reassure others.
 - ☐ d To avoid panic.
- 2 Which of the following is classified as a **minor** injury that can occur at an event?
- ☐ a Asthma attack.
 - ☐ b Grazed knee .
 - ☐ c Panic attack.
 - ☐ d Dislocated finger.
- 3 When arriving at the scene of an injury, a steward should
- ☐ a never deal with the injury
 - ☐ b always deal with the injury
 - ☐ c wait for qualified assistance
 - ☐ d protect people from further harm.
- 4 Which of the following should be carried out by a steward when dealing with injuries and illnesses?
- ☐ a Dial 999.
 - ☐ b Administer medication.
 - ☐ c Send spectator to hospital.
 - ☐ d Call for qualified assistance.
- 5 Which of the following information would a steward be expected to obtain prior to the arrival of qualified assistance?
- ☐ a Details of the incident.
 - ☐ b Name of the steward.
 - ☐ c Method of contact.
 - ☐ d Time reported.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (B) (continued)

6 Why is it important to report **minor** accidents and incidents that occur at spectator events?

- ☐ a It is a legal requirement.
- ☐ b It identifies training needs.
- ☐ c To comply with HASAWA 1974.
- ☐ d To prevent litigation.

7 Which one of the following should be done by a steward following an accident? Inform

- ☐ a the Health and Safety Executive
- ☐ b the supervisor/team leader
- ☐ c the police
- ☐ d the Safety Advisory Group.

8 Why is it important to respond to emergencies promptly, calmly and correctly?

- ☐ a It prevents re-occurrence.
- ☐ b It shows expertise.
- ☐ c It helps avoids panic.
- ☐ d It prevents disorder.

9 Which of the following is classified as an emergency at an event?

- ☐ a Inclement weather.
- ☐ b Flooding of the area .
- ☐ c Lack of facilities.
- ☐ d Overrun of event.

10 When responding to emergencies, stewards should

- ☐ a comply with requests from customers
- ☐ b act on own initiative
- ☐ c comply with venue instructions
- ☐ d act only when accompanied.

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Multiple-choice test (B) (continued)

11 In the event of an emergency procedure, which of the following is classified as a problem?

- ☐ a Lack of catering facilities.
- ☐ b Failure of emergency exit.
- ☐ c Lack of event programmes.
- ☐ d Blocked toilets.

12 If shortfalls in the contingency plans are identified during an emergency procedure, it is important that a steward should report it

- ☐ a at the end of the shift
- ☐ b when asked
- ☐ c at next event
- ☐ d as soon as possible.

13 **All** problems experienced during an emergency should be reported in order to

- ☐ a identify blame
- ☐ b deflect blame
- ☐ c identify training needs
- ☐ d protect the event owners.

14 When reporting a problem identified during an emergency correct procedures should be followed to ensure

- ☐ a the supervisor is satisfied
- ☐ b that customers return
- ☐ c that contingency plans can be reviewed
- ☐ d the police procedures are complied with.

NOW GO BACK AND CHECK YOUR WORK

• **IMPORTANT**

Are the details at the top of the question paper correct?

Have you filled in your answers in INK in the appropriate boxes?

Total score

Tutor/assessor signature

Date

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Candidate feedback sheet

Candidate name		Enrolment number
Assessor name		Centre number
Dates assignment submitted	1 st	
	2 nd	
Tasks	1st Submission	Resubmission
	Outcome Pass/Fail	Outcome Pass/Fail
A		
		Quality assurance co-ordinator signature (if sampled)

Tutor's/assessor's feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)
Tutor's/assessor's feedback to candidate on outcome of resubmission

Date of final assessment decision _____

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor
signature _____

Date _____

I confirm that the assignment work to which this result relates, is all my own work

Candidate signature _____

Date _____

Quality assurance co-
ordinator signature _____

Date _____

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Assessor guidance

Task A

This multiple-choice test contains **14** questions.

City & Guilds have provided two versions of the test (A and B) for Assignment 204 as a measure to safeguard the integrity of the examination process. The tests should be alternated for re-sits and between candidates.

Candidates should not see the test before the beginning of the examination. The test should be taken under supervised conditions as a closed-book test. Invigilation can be by an assessor/tutor, or any other approved member of centre staff. There is a time limit set on this test. The test duration is **45** minutes.

Candidates should put their name and the date on the front of the question paper.

Each question is worth one (1) mark. Assessor/tutor should mark the questions and record the marks on the question paper and the mark scheme. No half marks should be awarded.

The task assessed by multiple-choice questions is graded **pass** or **fail** only. Where candidates do not achieve the necessary pass mark of 75%, they should be given a chance to re-sit the questions, allowing for enough time for them to revise.

All completed questions should be securely stored by the centre for verification by City & Guilds, and under no circumstances should candidates be allowed to take question papers away with them.

This page is intentionally blank

Assignment 201 How Stewards Prepare for Spectator Events

Answer keys

6851-02-201

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Prepare for Spectator Events

TEST A

1	c
2	c
3	b
4	a
5	a
6	c
7	c
8	b
9	d
10	b
11	c
12	d
13	a
14	c
15	c
16	b
17	b
18	b
19	b
20	c
21	c
22	b
23	b
24	d
25	b

TEST B

1	a
2	a
3	c
4	b
5	b
6	b
7	d
8	d
9	d
10	a
11	c
12	a
13	c
14	b
15	b
16	a
17	b
18	a
19	a
20	c
21	b
22	c
23	b
24	c
25	a

Assignment 202 How Stewards Control the Entry, Exit and Movement of Spectators at Events

Answer keys

6851-02-202

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Control the Entry, Exit and Movement of Spectators at Events

Test A		Test B	
1	a	1	b
2	b	2	c
3	c	3	b
4	a	4	d
5	c	5	c
6	d	6	a
7	b	7	a
8	d	8	c
9	d	9	d
10	c	10	b
11	c	11	b
12	d	12	d
13	c	13	c
14	a	14	a
15	d	15	d
16	c	16	c
17	a	17	b
18	c	18	a
19	b	19	b
20	c	20	c
21	d	21	b
22	a	22	c
23	d	23	b
24	c	24	d
25	b	25	d
26	c	26	d

Assignment 203 How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Answer keys

6851-02-203

Level 2 Award in Understanding Stewarding at Spectator Events

How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events

Test A

1	b
2	c
3	c
4	b
5	d
6	b
7	a
8	a
9	c
10	c
11	b
12	d
13	a
14	c
15	b

Test B

1	b
2	a
3	c
4	b
5	c
6	b
7	b
8	c
9	b
10	b
11	c
12	c
13	c
14	a
15	b

Assignment 204 How to Respond to Injuries, Illness and Other Emergencies in Active Leisure and Learning

Answer keys

6851-02-204

Level 2 Award in Understanding Stewarding at Spectator Events

How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning

Test A		Test B	
1	b	1	d
2	d	2	b
3	c	3	d
4	c	4	d
5	c	5	a
6	b	6	b
7	d	7	b
8	a	8	c
9	b	9	b
10	c	10	c
11	d	11	b
12	a	12	d
13	d	13	c
14	d	14	c

This page is intentionally blank

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a registered charity
established to promote education and
training

EN-02-6851

