



## **Qualification Specification for:**

### **OCN NI Level 2 Award in Stewarding at Spectator Events**

➤ **Qualification No: 603/3824/6**

## Qualification Regulation Information

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### OCN NI Level 2 Award in Stewarding at Spectator Events

**Qualification Number:** 603/3824/6

Operational start date: 01 December 2018

Operational end date: 02 December 2028

Certification end date: 02 December 2030

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

### OCN NI Contact Details

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## Foreword

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This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 2 Award in Stewarding at Spectator Events**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at [www.ocnni.org.uk](http://www.ocnni.org.uk)

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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## About Regulation

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### OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

### The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

## Qualification Features

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### Sector Subject Area

8.1 Sport, leisure and recreation

This qualification relates to the National Occupational Standards for spectator safety <https://www.ukstandards.org.uk/Pages/results.aspx?k=spectator%20safety>

The following links provide information in relation to safety at grounds ([Red Guide](#)) and the UK ([Purple Guide](#)).

### Qualification Aim

The OCN NI Level 2 Award in Stewarding at Spectator Events qualification has been designed to prepare learners for entry into employment in the stewarding and spectator safety industry. Learners will gain an understanding of the skills and knowledge required to work effectively as a steward at spectator events.

### Qualification Objectives

The objectives of the qualification are to understand how to:

- prepare for events
- control the entry, exit and movement of spectators at events
- manage crowds and
- respond to injuries, illnesses and other emergencies

### Grading

Grading for this qualification is pass/fail.

### Qualification Target Group

The qualification is targeted at individuals who wish to gain employment in the area of stewarding and spectator safety.

### Progression Opportunities

The OCN NI Level 2 Award in Stewarding at Spectator Events will enable the learner to progress to higher level qualifications in this industry sector.

### Entry Requirements

There are no specific entry requirements for this qualification though learners should be a minimum of 16 years of age.

### **Qualification Support**

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for centre staff, eg planning and assessment templates, guides to best practice, etc.

### **Delivery Languages**

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

## Centre Requirements for Delivering the Qualification

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### Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

### Tutors

Tutors delivering the qualification should be occupationally competent at a higher level than the qualification and have a minimum of one year's relevant experience.

### Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

#### **Assessors must:**

- be occupationally competent at a higher level than the qualification
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

### **Internal Verification**

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

#### ***Internal Verifiers must:***

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

## Structure and Content

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### OCN NI level 2 Award in Stewarding at Spectator Events

In order to achieve the qualification learners must complete all four units for a total of 5 credits.

Total Qualification Time (TQT) for this qualification: 50 hours  
 Guided Learning Hours (GLH) for this qualification: 40 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
<a href="#">T/617/3396</a>	CBE361	Role of the Steward: Event Preparation	10	1	Two
<a href="#">A/617/3397</a>	CBE362	Role of the Steward: Controlling the Entry, Exit and Movement of Spectators at Events	20	2	Two
<a href="#">F/617/3398</a>	CBE363	Role of the Steward: Crowd Management	10	1	Two
<a href="#">M/617/3400</a>	CBE364	Role of the Steward: Responding to Injuries, Illnesses and Other Emergencies	10	1	Two

## Unit Details

Title	Role of the Steward: Event Preparation	
Level	Two	
Credit Value	1	
Guided Learning Hours (GLH)	8	
OCN NI Unit Code	CBE361	
Unit Reference No	T/617/3396	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the roles and responsibilities of stewards and activities of stewards in relation to preparing for an event.		
Learning Outcomes	Assessment Criteria	
1. Understand the procedures undertaken, roles and responsibilities of stewards at spectator events.	1.1. Outline the importance of the following in relation to spectator events: <ol style="list-style-type: none"> <li>safety</li> <li>basic event legal requirements</li> <li>customer service</li> <li>roles and responsibilities of stewards and others</li> <li>teamwork between stewards</li> <li>steward legal limitations</li> <li>continuing professional development for stewards</li> </ol> 1.2. Outline policies and procedures that may inform a steward's role and how they may be accessed.	
2. Be aware of the event preparation process for stewards at spectator events.	2.1. Describe appropriate standards of appearance, behaviour and identification for stewards at spectator events. 2.2. Outline the content of a typical spectator event safety handbook. 2.3. Outline pre-event routines and their importance including: <ol style="list-style-type: none"> <li>registration</li> <li>briefing routines</li> <li>accessing appropriate resources</li> <li>reporting resource faults</li> <li>note taking at briefings</li> </ol>	
3. Know how stewards check for and respond to hazards at spectator event venues.	3.1. Outline key considerations a steward should be aware of at an event including: <ol style="list-style-type: none"> <li>venue facilities</li> <li>venue signage</li> <li>venue hazards</li> <li>procedures for checking and addressing event hazards</li> </ol>	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	A collection of documents containing work that shows the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Role of the Steward: Controlling the Entry, Exit and Movement of Spectators at Events	
Level	Two	
Credit Value	2	
Guided Learning Hours (GLH)	16	
OCN NI Unit Code	CBE362	
Unit Reference No	A/617/3397	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to control the entry, exit and movement of spectators at events.		
Learning Outcomes	Assessment Criteria	
1. Be aware of how to control the entry, exit and movement of spectators at events.	1.1. Outline the legal requirements and powers covering a steward's right to refuse entry and their right to ask someone to leave a venue. 1.2. Summarise the procedures relating to stewarding at spectator events including: a) refusing entry or asking someone to leave with reason b) supervising spectator entry, exit and movement between different areas c) controlling queues 1.3. Illustrate why it is important for stewards to monitor their designated area.	
2. Recognise illegal and prohibited items at spectator events and how they should be dealt with.	2.1. Outline at least three prohibited and at least three illegal items at spectator events. 2.2. Summarise the procedures relating to illegal and prohibited items at spectator events.	
3. Be aware of customer care and problem solving at spectator events.	3.1. Outline the importance of the following in relation to spectator events: a) good customer care b) diversity and equality c) responding to event related information requests 3.2. Describe different possible customer problems, how they should be dealt with directly or referred to others. 3.3. Describe the procedures stewards should follow for handling complaints.	
4. Know how stewards deal with challenging customer behaviour at spectator events.	4.1. Illustrate at least three situations that may result in challenging customer behaviour at spectator events and appropriate responses. 4.2. State the limits of stewards' powers and responsibilities when dealing with challenging behaviour and when assistance should be called for. 4.3. Outline legal considerations covering self-defence and the reasonable use of force.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence	Learner notes/written work Learner log/diary Peer notes

	to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Role of the Steward: Crowd Management	
Level	Two	
Credit Value	1	
Guided Learning Hours (GLH)	8	
OCN NI Unit Code	CBE363	
Unit Reference No	F/617/3398	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to recognise and respond to potential crowd problems, illegal and unsociable behaviour at spectator events.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand how stewards recognise and respond to potential crowd problems at spectator events.	1.1 Describe crowd management and its importance at spectator events including: <ul style="list-style-type: none"> <li>a) monitoring different types of potential crowd problems</li> <li>b) procedures on how to deal with potential crowd problems</li> <li>c) keeping calm and following instructions</li> </ul> 1.2 Identify appropriate risk management strategies for stewards and others when managing crowds.	
2. Understand how stewards recognise and respond to illegal and unsociable behaviour at spectator events.	2.1 Describe appropriate stewarding procedures to identify and address illegal and unsociable behaviour at spectator events, and their importance.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Role of the Steward: Responding to Injuries, Illnesses and Other Emergencies	
Level	Two	
Credit Value	1	
Guided Learning Hours (GLH)	8	
OCN NI Unit Code	CBE364	
Unit Reference No	M/617/3400	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to respond to injuries, illnesses and emergencies at events.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know how to respond to injuries, illnesses and emergencies at events.	1.1. Describe how to deal with injuries, illnesses and emergencies at events in the appropriate manner. 1.2. Identify the main types of injuries, illnesses and emergencies that may occur at events. 1.3. Describe the procedures of how to deal with injuries, illnesses and emergencies on a 'first on scene' basis at events. 1.4. State the types of information and support that should be given to qualified assistance at events. 1.5. Describe reporting procedures for injuries, illnesses and emergencies at events.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
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## Quality Assurance of Centre Performance

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### External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

### Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

## Administration

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### Registration

A centre must register learners within 20 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

## **OCN NI Level 2 Award in Stewarding at Spectator Events**

**Qualification Number: 603/3824/6**

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