



QUALIFICATION HANDBOOK

for centre staff



AIM Awards

Suite of Understanding Stewarding
at Spectator Events



“

I would like to convey my thanks to you all at AIM Awards for the support and guidance you have provided during our first year as a training centre. I am aware we have asked a lot of questions and sent a lot of emails and you have dealt with every query swiftly and efficiently combined with a lot of patience.

It has been a roller coaster of a year setting up everything from scratch but it has been made easier by having access to you all.

Carol Harmston, AIM Awards Centre ”



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Introduction

Welcome to the AIM Awards Suite of Understanding Stewarding at Spectator Events Qualification Handbook. This Handbook contains everything you need to know about these qualifications and is intended for Tutors, Assessors, Internal Verifiers and other staff involved with the planning, delivery and assessment.

This is a live document and as such will be updated when required. You will be informed via email when changes are made and it is your responsibility to ensure the most up-to-date version of the Qualification Handbook is in use.

We also provide Learner Guides for our qualifications. These learner-friendly documents detail everything your learners will need to know about the qualification they are undertaking; the content of the qualification, how they will be assessed, what the qualification could lead to and any additional information to help them successfully achieve. These are available to download on our website (www.aimawards.org.uk) or alternatively contact us to access these.

About Us

AIM Awards is a national and international Awarding Organisation. We offer a large number of regulated qualifications at different levels and in a wide range of subject areas, Access to Higher Education Diplomas and End Point Assessments. Our products are flexible enough to be delivered in a range of settings, from small providers to large colleges and in the workplace both nationally and internationally. We pride ourselves on offering the best possible customer service, and are always on hand to help if you have any questions. Our organisational structure and business processes enable us to be able to respond quickly to the needs of customers to develop new products that meet their specific needs.

Section One

Qualification Overview

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About these Qualifications

Please note that the following qualification in this suite is withdrawing from any new learner registrations on 31/12/2018:

- **Level 2 Award in Understanding Stewarding at Spectator Events**

The AIM Awards Suite of Understanding Stewarding at Spectator Events is aimed at anyone working, or wishing to work as a safety steward at live spectator events, including a variety of sporting or musical events, parades or carnivals.

The **Level 2 Award** provides an assessment of knowledge across the following areas:

- Prepare for spectator events
- Control the entry, exit and movement of spectators at events
- Monitor crowds and respond to potential crowd problems at spectator events
- Deal with accidents and emergencies
- Support the work of the team and organisation
- Manage conflict

The **Level 2 Certificate** provides an assessment of knowledge across the areas covered in the Award along with the following optional areas:

- Communication and Customer Service at Events
- Interpersonal Conflict Resolution
- Fire Safety Awareness
- Improvised Explosive Device Awareness
- Health and Safety at Events
- Prejudice and Discrimination
- Team Work and Organisation for Events

On completion of these qualifications, learners will have the knowledge and confidence to control crowds safely and a basis from which to gain practical work experience. These qualifications may be

Qualification Details

| Qualification | |
|--|---|
| AIM Awards Level 2 Award in Understanding Stewarding at Spectator Events | |
| Assessment | Internally set, internally marked and externally verified portfolio of evidence |
| Grading | There is no grading for this qualification |
| Progression Opportunities | Learners may progress onto the AIM Awards Level 2 Certificate in Understanding Stewarding at Spectator Events |
| Geographical Coverage | England |
| Operational End Date | 31/12/2018 |
| Certification End Date | 31/12/2021 |
| Sector | 8.1 Sport, Leisure and Recreation |
| Qualification Number | 601/4483/X |
| Learning Aim Reference | 6014483X |
| Credit Value | 5 |
| Guided Learning Hours (GLH) | 40 |
| Total Qualification Time (TQT) | 48 |
| Learner Age | 16+ |
| Rules of Combination | Learners must achieve 5 credits from the 4 essential components to achieve this qualification. |



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| Qualification | |
|--|---|
| AIM Awards Level 2 Certificate in Understanding Stewarding at Spectator Events | |
| Assessment | Internally set, internally marked and externally verified portfolio of evidence |
| Grading | There is no grading for this qualification |
| Progression Opportunities | Learners may progress onto the AIM Awards NVQ Certificate in Spectator Safety and/or onto Licence to Practice qualifications e.g. Door Supervision or Security Guarding etc. |
| Geographical Coverage | England |
| Operational Start Date | 01/08/2014 |
| Review Date | 31/07/2019 |
| Sector | 8.1 Sport, Leisure and Recreation |
| Qualification Number | 601/6888/2 |
| Learning Aim Reference | 60168882 |
| Credit Value | 15 |
| Guided Learning Hours (GLH) | 128 |
| Total Qualification Time (TQT) | 154 |
| Learner Age | 16+ |
| Rules of Combination | Learners must achieve 15 credits in total to achieve this qualification. 8 credits must be achieved from the 5 essential components and a minimum of 7 credits must be achieved from the chosen components. |

Total Qualification Time and Guided Learning Hours

Total Qualification Time (TQT) is the number of notional hours it takes a typical learner to achieve the full qualification and is made up of two elements:

- the minimum number of Qualification Guided Learning Hours (GLH) - the number of Tutor-led contact hours
- the number of hours spent on preparation, studying and the assessment that is non-guided

For example, the number of tutor-led contact hours (GLH) for a qualification is 30 and the number of hours spent by the learner (non-GLH) on preparation, studying and the assessment is 6 hours. Therefore the Total Qualification Time (TQT) for the qualification is 36 hours.

Progression Opportunities

Learners may progress onto the AIM Awards NVQ Certificate in Spectator Safety and/or onto Licence to Practice qualifications e.g. Door Supervision or Security Guarding etc.

Entry Guidance

There are no specific entry requirements for this qualification.

Qualification Dates

The qualification review date is the date by which we will have carried out a review of the qualification. We work with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases, we'll extend the qualification and set a new review date. If we make a decision to withdraw a qualification, we'll set an operational end date.

We will post information relating to changes or extensions to qualifications on our website and centres approved to offer the qualification will be kept updated. The certification end date will be three years from the operational end date.

Resource Requirements

There are no specific resource requirements for these qualifications. You are advised to use equipment and props for the assessment activities which are relevant to the environment where the training is being delivered.

Section Two

Qualification Structure and Components

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Qualification Structure and Components

This section details the rules of combinations for this qualification. Select the component titles to view the component details.

| Rules of combination for: AIM Awards Level 2 Award in Understanding Stewarding at Spectator Events (EXPIRING 31/12/2018) | | | | |
|--|--|-------|--------------|-----|
| Learners must achieve 5 credits from the 4 essential components to achieve this qualification. | | | | |
| Component Code | Component Title | Level | Credit Value | GLH |
| Essential Components | | | | |
| L/501/8956 | How Stewards Control the Entry, Exit and Movement of Spectators at Events | Two | 2 | 15 |
| R/501/8957 | How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events | Two | 1 | 10 |
| Y/501/8958 | How Stewards Prepare for Spectator Events | Two | 1 | 10 |
| D/501/8959 | How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning | Two | 1 | 5 |

Rules of combination for: AIM Awards Level 2 Certificate in Understanding Stewarding at Spectator Events

Learners must achieve 15 credits in total to achieve this qualification. 8 credits must be achieved from the 5 essential components and a minimum of 7 credits must be achieved from the chosen components.

| Component Code | Component Title | Level | Credit Value | GLH |
|-----------------------------|--|-------|--------------|-----|
| Essential Components | | | | |
| R/507/5773 | Communication and Customer Service at Events | Two | 3 | 24 |
| L/501/8956 | How Stewards Control the Entry, Exit and Movement of Spectators at Events | Two | 2 | 15 |
| R/501/8957 | How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events | Two | 1 | 10 |
| Y/501/8958 | How Stewards Prepare for Spectator Events | Two | 1 | 10 |
| D/501/8959 | How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning | Two | 1 | 5 |
| Chosen Components | | | | |
| T/505/9615 | Fire Safety Awareness | Two | 2 | 16 |
| D/507/5761 | Health and Safety at Spectator Events | Two | 3 | 24 |
| A/505/9616 | Improvised Explosive Device Awareness | Two | 2 | 18 |
| M/507/5747 | Interpersonal Conflict Resolution | Two | 2 | 16 |
| A/504/8843 | Prejudice and Discrimination | Two | 3 | 24 |
| J/507/5771 | Team Work and Organisation in Events | Two | 2 | 12 |

Centre Staff Requirements

As an Awarding Organisation, we require that:

Tutors have relevant teaching experience and/or a qualification, and experience and/or a qualification in the relevant subject area. Suitable teaching qualifications include:

- Level 3 or 4 Preparing to Teach in the Lifelong Learning Sector (PTLLS) or above
- Level 3 Education and Training or above
- Diploma or Certificate in Education
- Bachelors or Masters Degree in Education

Assessors have an assessor qualification or evidence of recent relevant experience. Suitable assessor qualifications include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 Assess Candidate Performance using a Range of Methods
- D32 Assess Candidate Performance and D33 Assess Candidate using Differing Sources of Evidence

Internal Verifiers (IV) have an internal verification qualification or evidence of recent relevant experience. Suitable internal verification qualifications include:

- Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

- In addition, Assessors must have:

Worked in a relevant spectator safety context for two years full time or equivalent, e.g. Safety Officer, Senior Steward or equivalent

How are these Qualifications Assessed

These qualifications are assessed through an internally set, internally marked and externally verified portfolio of evidence. A summary of the assessment of each component is shown below. A Guide to Assessing AIM Awards Qualifications.

| Components | | Set by the centre | | | Set by AIM Awards | | | |
|----------------|--|-------------------|-----------------------|------|-------------------|-----------------------|------|-----------|
| Component Code | Component Title | Level | Portfolio of evidence | Exam | Practical | Portfolio of evidence | Exam | Practical |
| R/507/5773 | Communication and Customer Service at Events | Two | ✓ | – | ✓ | – | – | – |
| L/501/8956 | How Stewards Control the Entry, Exit and Movement of Spectators at Events | Two | ✓ | – | ✓ | – | – | – |
| R/501/8957 | How Stewards Monitor Crowds and Respond to Potential Crowd Problems at Spectator Events | Two | ✓ | – | ✓ | – | – | – |
| Y/501/8958 | How Stewards Prepare for Spectator Events | Two | ✓ | – | ✓ | – | – | – |
| D/501/8959 | How to Respond to Injuries, Illnesses and Other Emergencies in Active Leisure and Learning | Two | ✓ | – | ✓ | – | – | – |
| T/505/9615 | Fire Safety Awareness | Two | ✓ | – | ✓ | – | – | – |
| D/507/5761 | Health and Safety at Spectator Events | Two | ✓ | – | ✓ | – | – | – |
| A/505/9616 | Improvised Explosive Device Awareness | Two | ✓ | – | ✓ | – | – | – |
| M/507/5747 | Interpersonal Conflict Resolution | Two | ✓ | – | ✓ | – | – | – |

| Components | | | Set by the centre | | | Set by AIM Awards | | |
|-----------------------|--------------------------------------|--------------|------------------------------|-------------|------------------|------------------------------|-------------|------------------|
| <i>Component Code</i> | <i>Component Title</i> | <i>Level</i> | <i>Portfolio of evidence</i> | <i>Exam</i> | <i>Practical</i> | <i>Portfolio of evidence</i> | <i>Exam</i> | <i>Practical</i> |
| A/504/8843 | Prejudice and Discrimination | Two | ✓ | – | ✓ | – | – | – |
| J/507/5771 | Team Work and Organisation in Events | Two | ✓ | – | ✓ | – | – | – |

Section Four

Operational Guidance



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Offering this Qualification

Centres wishing to offer this qualification must be an AIM Awards recognised centre. New centres can apply to become a centre using the Centre Recognition Application Process on our website (www.aimawards.org.uk) or by contacting the AIM Awards office.

We can advise centres on the best and most efficient methods for offering this qualification. All procedures for the use of this qualification, including approval, registration of learners, verification and certification will be completed through AIM Awards and all centres will have an allocated Customer Support Officer to support them.

Approval to Offer the Qualification

Centres wishing to offer this qualification must complete and submit a Qualification Approval Request. Some qualifications require that centres have specific resources in place and/or that their Assessors/Internal Verifiers hold certain qualifications. Where this is the case, centres must provide evidence of resources/staff qualifications when completing the Qualification Approval Request.

Registration and Certification

Once your centre has approval to offer a qualification, you will be able to register learners via the AIM Awards Online Portal. Learners must be registered onto the correct programme via the Portal (a programme is the centre's chosen set of components from their approved qualification). Centres should also check that the correct components are listed.

A Recommendation for the Award of Credit (RAC/ERAC) form will be produced for each programme once learners are registered. Centres will be able to download their RAC/ERAC forms within four weeks of receipt of correctly submitted registrations. The RAC/ERAC is used to claim the learners' achievements at the end of the course and details must be checked carefully as these will appear on any certificates issued.

Details of assessment, internal verification and external verification can be found in Appendix 1 - A Guide to Assessing AIM Awards Qualifications.

Once the RAC/ERAC has been correctly completed and received by AIM Awards, certificates and a summary of credit achievement will be produced and issued. Learners that have achieved a qualification will be issued with a qualification certificate with details of the qualification and components achieved. Learners that have not achieved a qualification will be issued with a component certificate with details of the components achieved.

Fees and Charges

The AIM Awards Fees and Charges Brochure includes all qualification charges and is available on our website. Please note that registrations will not be processed if centre fees have not been paid.

Section Five

Appendices



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Appendices and Links

Appendix Title

A Guide to Assessing AIM Awards Qualifications





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01332 341822



enquiries@aimawards.org.uk



www.aimawards.org.uk

AIM Awards
3 Pride Point Drive
Pride Park
Derby
DE24 8BX