Understanding Stewarding
at Spectator Events

Laser Learning Awards

LASER supports its Recognised Centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.

LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are recognised (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Qualification Overview

OFQUAL QUALIFICATION NUMBERS

603/6924/3	LASER Level 2 Award in Understanding Stewarding at Spectator Events

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS	The aim of the qualification is to provide learners with the knowledge required by stewards at spectator events. The five units in this qualification will provide learners with the knowledge essential to a stewarding role: • How to prepare for spectator events • How to assist with the movement of spectators and deal with crowd issues at spectator events • How to deal with incidents at spectator events • How to help manage and resolve conflict • How to support the work of your team and organisation
ENTRY REQUIREMENTS	Learners must be 16 or over to undertake this qualification. Learners must be able to communicate in English. Note: prior to completion, learners will also have to show evidence of completing the ACT e-learning counter terrorism training.
RULES OF COMBINATION	To achieve the **LASER Level 2 Award in Understanding Stewarding at Spectator Events**, learners must achieve all five mandatory units and a total of 11 credits.
UNITS	Please follow the link to the **units list** and click on the unit titles.
ASSESSMENT	The qualification is achieved by providing evidence covering the learning outcomes and assessment criteria of each unit. Details of assessment methods are contained within each unit. There is no external assessment: evidence is internally assessed and internally verified by the centre and verified externally by LASER.
PRICE	For LASER's price list, please click **here**.
DATES	Operational Start Date: 1st February 2021 Qualification Review Date: 31st December 2024
TO DELIVER	Providers must be recognised by LASER. Click **here** for details of how to become a Recognised Centre. Once approved, centres can download New Course Notification forms from our **Quartz Web Portal** and will also have access to our **Secure Area** with a wide range of information and secure web-based functions, designed to make the administration and assessment of our qualifications simple and efficient.

1. About the Qualification

LASER's Level 2 Award in Understanding Stewarding at Spectator Events has been designed to provide learners with the knowledge required by stewards at spectator events. This qualification is regulated by Ofqual and sits on the Regulated Qualifications Framework (RQF). The LASER Level 2 Award in Understanding Stewarding at Spectator Events consists of five mandatory units, with a credit value of 11 and a recommended Total Qualification Time of 110 hours, including a Guided Learning Hours (GLH) value of 36 hours.

The qualification is aimed at those working or preparing to work as a steward at spectator events. The qualification will also meet the needs of those looking to volunteer as a steward at community and other events. Many types of events require stewards which can include sporting events; live music gigs and festivals; theatre and comedy performances; parades and carnivals; and community events.

A one-page Qualification Summary outlining the qualification is provided in the **Qualification Overview**.

To offer this qualification, a centre must be recognised by LASER. For further information about becoming a Recognised Centre or working in partnership with a Recognised Centre please visit **our website**.

Existing Recognised Centres must complete a New Course Notification Form before starting to deliver the qualification, which is available via our **Quartz Web Portal**. Full details of all LASER requirements are provided in the LASER centre handbook which is also available via our **Quartz Web Portal**.

2. Offering the Qualification

2.1 AIMS AND OBJECTIVES

The aim of the qualification is to: provide learners with the knowledge required by stewards at spectator events. The five units in this qualification will provide learners with the knowledge essential to undertaking a stewarding role.

2.2 TARGET GROUP

The qualification is approved for learners aged 16 years and over. There is no upper age limit.

2.3 ENTRY REQUIREMENTS

There are no specific entry requirements, however learners must be aged 16 plus to achieve the qualification and show evidence of completing the counter terrorism programme ACT (Action Counters Terrorism) Awareness training.

2.4 ACHIEVING THE QUALIFICATION

LASER Level 2 Award in Understanding Stewarding at Spectator Events

Qualification Number: 603/6924/3

To achieve the LASER Level 2 Award in Understanding Stewarding at Spectator Events, learners must achieve all five mandatory units and a total of 11 credits.

To view the units, please see **Appendix 2**.

Each assessment criteria must be evidenced to have been met in order for a learner to achieve a unit. For more detail, please see **Section 3.2**.

2.5 TOTAL QUALIFICATION TIME AND GUIDED LEARNING HOURS

QUALIFICATION TITLE	CREDIT VALUE	GUIDED LEARNING HOURS (GLH)	TOTAL QUALIFICATION TIME* (TQT)
LASER Level 2 Award in Understanding Stewarding at Spectator Events	11	36	110

* Total Qualification Time represents an estimate of the total amount of time that a learner could reasonably expect to devote to successfully achieving the qualification. Total Qualification Time (TQT) is made up of Guided Learning hours (GLH) and Additional Hours (AH).

Guided Learning Hours (GLH) comprises activities completed by the learner under the direct instruction or supervision of a tutor/teacher, lecturer, supervisor, trainer etc. whether through actual attendance or via electronic means. Examples of Guided Learning activities include:

- Supervised:
  - classroom based learning
  - work-based learning
  - online directedlearning
- Real-time tutorials including webinars, phone, and other electronic delivery methods.
- All forms of assessment which take place under the immediate guidance or supervision of a tutor/ teacher, lecturer, supervisor, trainer or other approved/appropriate provider.

Additional Hours (AH) recognises all the other time taken in preparation that is not under the direct supervision of tutor/teacher, lecturer, supervisor, trainer etc. This time does not form part of the GLH, but does contribute to TQT. Example activities that could contribute to Additional Hours could include:

- Unsupervised:
  - independent compilation of portfolio of evidence
  - work-based learning
  - e-learning or e-assessment
  - coursework or research
  - private study time
  - viewing of a pre-recorded podcast or webinar

2.6 LANGUAGE REQUIREMENTS

These qualifications are only available in English.

2.7 PROGRESSION OPPORTUNITIES

Learners can progress to higher level qualifications such as a Level 2 NVQ Certificate in Spectator Safety. Learners may also benefit from progression to the licenced-linked LASER qualifications available in the Private Security and/or Hospitality sectors. Qualifications available included:

- **LASER Level 2 Award for Personal Licence Holders**
- **LASER Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry**
- **LASER Level 2 Award for Door Supervisors in the Private Security Industry**

3. How the Qualification will be Assessed

3.1 OVERVIEW

The qualifications are assessed by the centre and are subject to LASER's requirements for quality assurance. Once approved, centres centres will have access to documents designed to make the assessment and internal quality assurance of our qualifications simple and efficient.

3.2 ASSESSMENT DESIGN

This qualification is assessed through the development of a portfolio of evidence. The portfolio should comprise a series of tasks devised by the centre, mapped to the assessment criteria. Centres should carefully study the assessment requirements of the individual units and detailed assessment guidance is provided. It is recommended that assessments (tasks) are internally verified to meet these standards before they are implemented.

Satisfactory completion of the tasks and compilation of the portfolio will provide evidence that the learner has met the requirements of the qualification.

The centre must assess the learner in terms of whether they have met each unit assessment criteria paying due regard to the assessment guidance provided. All the unit assessment criteria in a unit must be met (and evidenced) before a unit can be deemed achieved. Level Descriptors are provided in **Appendix 1**.

To view the units and assessment criteria, please click on the unit title hyperlinks within the tables in **Appendix 2**.

Assessment must be valid, reliable and sufficient to meet the outcome, and allow transparent authenticity: this means it must be apparent that evidence produced by a learner is the work of the individual learner, even if they have worked in a group.

Assessed work must be internally quality assured (**See Section 6**).

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3.3 RECORD KEEPING

LASER also recommends using a **Tutor Assessment Planning Sheet**[1] as this helps to set out the various tasks, their assessment methods and the evidence needed to be produced, in a simple plan that can be shown to the internal quality assurer and LASER Quality and Curriculum Reviewer. It also allows the assessor to set out the options where more than one assessment method could be used for any one task: this information can then be transferred as required to the **Individual Learner Record** for each learner, allowing for some different methods to be used for individual learners, if individualised learning is appropriate. These planning sheets can be customised as centres prefer, as long as all essential information is included.

All assessment methods must be suitably evidenced, and templates for assessor use are available in the Quality and Assessment area of the **Secure Area** of the LASER website. Note particularly the use of a group witness or individual witness statement, to be used in conjunction with a list of questions or discussion prompts, or sample recordings, when the methods 'group discussion' or 'oral question and answer' are used.

It is acceptable for the evidence to be held in a mixture of places, for example in a learner file and/or tutor file or on an intranet using a specific learner programme. If this is the case, it must be clear for each learner precisely where the information is held, by using one record sheet such as the Individual Learner Record, and that the evidence is complete. Electronic evidence must be available to quality reviewers when requested.

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4. Special Arrangements for Learners with Particular Requirements

For information on special arrangements please refer to the LASER policy document '**Access to Fair Assessment**'. This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

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5. Tutor/Assessor/Internal Quality Assurer Requirements

LASER recommends tutors, assessors, and internal quality assurers are experienced. LASER requires that all Tutors and Assessors delivering the Level 2 Award in Understanding Stewarding at Spectator Events qualification are experienced and have a clear and complete understanding of the subject matter. LASER expects all Tutors and Assessors, as a minimum, to have recent work experience within the spectator arena in a role such as a senior steward or safety officer. All staff involved in the delivery of the qualification should have, or be working towards, a relevant teaching/ assessing/ quality assurance qualification.

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[1] Once recognised as a Laser Centre simply log on to the **Secure Area** of the LASER website. When you visit the Laser Qualifications Centre you will find all of the resources you need in the Quality & Assessment Area.

6. Quality Assurance of the Qualification

Recognised centres must implement the internal quality assurance arrangements detailed in the **LASER Centre Handbook**. To access this simply log on to the **Secure Area** of the LASER website and visit the LASER admin area. The LASER Quality Reviewer will regularly monitor compliance with these requirements. The Quality Reviewer will report on the progress of any agreed actions for quality improvement.

In brief, centres delivering LASER qualifications must have internal quality assurance systems to underpin the delivery of the qualification. Internal quality assurance is the process by which the centre regularly samples and evaluates its assessment practices and decisions, and acts on the findings, to ensure consistency and fairness. It involves two key processes: verification and standardisation and is done by one or more internal quality assurers.

Systems do vary between centres according to their particular situation, for example practices that work in a large centre are not necessarily effective in a smaller one. However, there must be:

- an appropriate quality assurance system in place, and
- evidence the system is implemented effectively.

The outcome of the internal quality assurance process is the Recommendation of Award of Credit to learners (RAC). There are two ways credit can be awarded to learners: by a LASER Quality and Curriculum Reviewer, or by Direct Claims Status.

6.1 DIRECT CLAIMS STATUS (DCS)

Direct Claims Status (DCS) can be awarded when a centre has one or more Approved Internal Quality Assurers (AIQA) for the appropriate sector or course(s). These centres can claim the award of credit directly from LASER. An application for **Direct Claims Status** must be made by the individual holding AIQA status and must show evidence of good verification practice at the centre for which the application is made. When an AIQA leaves an organisation, DCS does not automatically transfer to any new centre. An application must be made in conjunction with the new centre.

AIQA and DCS status is monitored by the Quality and Curriculum Reviewer and can be withdrawn by LASER at any time if quality systems are not effective.

6.2 STANDARDISATION

LASER holds regular standardisation events to make sure there is consistent application of assessment. Centres are required to contribute to LASER's programme of standardisation and also to carry out appropriate internal standardisation.

LASER holds standardisation events on a rolling basis to make sure comparable standards are being achieved year on year, and there is a consistency of delivery and assessment across centres. Quality and Curriculum Reviewers will identify samples of learners' work that they want to retain for standardisation purposes during quality assurance visits. Where an AIQA is in place they will identify samples of learners' work to submit to national standardisation events. Centres are required to retain records of the assessment and internal quality assurance processes to contribute to standardisation events.

Standardisation activities also include opportunities for networking and sharing of resources, together with regular information about new or replacement units. Centres are recommended to attend these annual meetings, in addition to centre visits by Quality and Curriculum Reviewers.

6.3 RETAINING EVIDENCE

For all qualifications, centres must retain complete and accurate records for at least three years from the end of the academic year to which they relate. These records must be made available to LASER and/or Ofqual on request.

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Appendix 1: Ofqual Level Descriptors – Level 2

LEVEL	KNOWLEDGE DESCRIPTOR (THE HOLDER…)	SKILLS DESCRIPTOR (THE HOLDER CAN…)
Level 2	Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems. Can interpret relevant information and ideas. Is aware of a range of information that is relevant to the area of study or work.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems. Identify, gather and use relevant information to inform actions. Identify how effective actions have been.

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Appendix 2: Unit List

Rules of Combination:

To achieve the **LASER Level 2 Award in Understanding Stewarding at Spectator Events**, learners must achieve all five mandatory units and a total of 11 credits.

LASER Level 2 Award in Understanding Stewarding at Spectator Events				OFQUAL CODE: 603/6924/3	
OFQUAL UNIT CODE	**LASER UNIT CODE**	**UNIT TITLE**	**UNIT DESCRIPTION**	**UNIT CREDIT VALUE**	**UNIT LEVEL**
T/618/5743	WJG936	Know How To Prepare For Spectator Events	Mandatory Unit	2	Level 2
H/618/5740	WJG933	Know How To Assist With The Movement Of Spectators And Deal With Crowd Issues At Events	Mandatory Unit	5	Level 2
M/618/5742	WJG935	Know How To Help Manage And Resolve Conflict	Mandatory Unit	2	Level 2
K/618/5741	WJG934	Know How To Deal With Incidents At Spectator Events	Mandatory Unit	1	Level 2
A/618/5744	WJG937	Know How To Support The Work Of Your Team And Organisation	Mandatory Unit	1	Level 2

As well as consulting this document, providers must also check LASER's essential information regarding the availability of all LASER's qualifications and units, including withdrawal notifications. LASER's 'Qualification and Unit Announcements' are available **here**.

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