**Evidence Log**

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| Unit Title: **Know How To Help Manage And Resolve Conflict** | Unit Code(s): M/618/5742 WJG935 |
| Unit Level: **Level 2** | Unit Credit: **Value: 2 (11 GLHs)** |
| Course Name: **Level 2 Award in Understanding Stewarding at Spectator Events** |
| Course Start Date:  | Course End Date: |
| Learner Name: |
| Tutor Name:  | Centre/Venue: |
|  | Date Assessment Criteria Met | LocationofSupporting Evidence | TUTOR SIGNATURE |
| **LO 1**  | **Understand how to engage with client groups in conflict situations** |
| AC 1.1  | Describe how to communicate with **client groups** including:1. Cooperative
2. Uncooperative
3. Intoxicated
4. Emotional
5. With limited understanding of English
6. With additional communication needs (for example people with speech difficulties or learning disabilities)
7. With different physical needs
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| AC 1.2 | Describe the types of conflict situations that are likely to arise. |  |  |  |
| AC 1.3  | Identify the correct responses for each of these types of situations. |  |  |  |
| AC 1.4 | Explain the role of effective communication in reducing conflict. |  |  |  |
| AC 1.5 | Explain the importance of showing respect for **client groups**, their property, their rights and their needs. |  |  |  |
| AC 1.6 | Explain how to use non-discriminatory and non-offensive behaviour and language to manage conflict situations. |  |  |  |
| AC 1.7 | Explain how to use non-verbal communication to manage conflict situations. |  |  |  |
| **LO 2** | **Understand how to follow procedures to resolve conflict situations** |
| AC 2.1 | Describe methods of assessing risk in conflict situations. |  |  |  |
| AC 2.2 | Explain the importance of understanding client group needs and perceptions. |  |  |  |
| AC 2.3 | Describe ways of maintaining own personal safety. |  |  |  |
| AC 2.4 | State the incident management procedures. |  |  |  |
| AC 2.5 | Identify methods of collecting information. |  |  |  |
| AC 2.6 | Explain the importance of recording and reporting information. |  |  |  |
| **Assessment guidance****Client groups** All to be covered when assessing knowledge:1. spectators
2. workforce
3. contractors
4. regulatory bodies
5. media
6. emergency services
7. athletes
8. artists
9. event officials
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| Tutor Feedback |  | Tutor Name, Signature and Date |
| Learner Comment |  |