



TaylorBridges

Continual Professional Development Training for volunteers and safety professionals working at International Events.

Learning Units

- Prepare for Spectator Events.
- Control entry, exit and movement of people at spectator events
- Monitor spectators and deal with crowd problems
- Help to manage conflict
- Support the work of team and organisation
- Deal with accidents and emergencies

The underpinning knowledge and understanding can be delivered in a classroom environment or coached in through on the job training. A process of assessor observation follows these sessions once the learner can demonstrate competency across all units. Accidents and Emergency situations would be covered through simulations as part of a test event or during venue training.

There are no formal entry requirements but candidates should typically be an experienced stadium steward at spectator events, where the safety of spectators is of paramount importance.

Where would assessments take place?

Assessments are carried out in the workplace and we aim to fit these in with everyday work demands and responsibilities. A programme of workshops, work assessments are pre planned between each candidate and their assessor

How long will it take?

As little or as long as required. As a guide, the training workshops and assessments of competency can be delivered as a short programme over two weeks.

How is this achieved?

This learning programme achieved through building a portfolio of evidence. Evidence can comprise of emails, delivery paperwork, photographs, video recordings, audio recordings, guided discussions, statements from line managers and observations by the Assessor.

Who will carry out the Assessments?

The Assessor assigned will be sector competent. That is to say, they have extensive, proven experience in actually doing the jobs they are assessing and have not obtained their knowledge solely from a textbook. The Assessor is there to assist, advise and guide the learner through all aspects of the learning process. The Assessor reviews the evidence presented, measures the evidence against the standards, and provides regular feedback.

What next?

Contact our Training Manager to book in a consultation

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Training Plan

The underpinning knowledge and understanding can be delivered in a classroom environment or coached in through on the job training over 12 hours of learning.

A process of Assessor observation follows these sessions once the learner can demonstrate competency across all units. Simulation is allowed for Dealing with Accidents and Emergencies.

Date	Workshop Content	Timing
TBA	<p>Preparing for Events (L2 Unit 1) <u>General Learning Objectives:</u> 1. To be able to confidently prepare for stewarding activities and acknowledge key legislation 2. To have clear knowledge of how to deal with physical hazards 3. Ensure confidence and focus when searching for items</p>	3 hrs
TBA	<p>Controlling Entry and Exit of spectators at an event (L2 Unit 2) <u>General Learning Objectives:</u> 1. To ensure learners have a good level of customer service and are able to apply it to controlling entry and exit 2. To check understanding on the correct procedure to search people 3. Ensure that learners are able to solve problems and are able to give appropriate advice as and when required</p> <p>Monitor spectators and deal with crowd problems before, during and after the vent (L2 Unit 3) <u>General Learning Objectives:</u> 1. To ensure all learners are able to monitor crowds to a high standard 2. To check understanding on equality and diversity issues related to the work place 3. By the end of the session each learner will be able to understand and be able to spot clear signs of crowd trouble</p>	3 hrs
TBA	<p>Conflict Management (L2 Unit 4) <u>General Learning Objectives:</u> 1. To ensure learners are able to identify situations related to conflict 2. Able to communicate within a conflict situation both verbally and non verbally 3. Able to categorise situations, correct responses to situations plus how to report the situation in a professional manner</p> <p>Contribute to the work of your team (L2 Unit 5) <u>General Learning Objectives:</u> 1. What are the main skills involved in effective team work 2. How can we work effectively with colleagues 3. How can we improve both the individual and the organisation?</p>	3 hrs
TBA	<p>Accidents and Emergencies (L2 Unit 6) <u>General Learning Objectives:</u> 1. To ensure learners are able to efficiently deal with accidents and emergencies 2. Able to deal with injuries and signs of illness 3. Able to understand and follow protocol for handling emergencies</p>	3 hrs

