

Steward Training FAQ

Since the fifth edition of the Guide to Safety at Sports Grounds (the Green Guide) was written in 2008, the qualifications sector has changed significantly. As a result, we believe the SGSA should provide some clarity on the application of section 4.8 of the Green Guide which covers steward training.

All stewards working at a sports ground where a general safety certificate has been issued should be trained, assessed for occupational competence and have obtained a qualification within 12 months of starting work as an unaccompanied steward.

This qualification should be a Level 2 NVQ in Spectator Safety or an acceptable alternative. In order for an alternative to be acceptable it must cover all of the units in the National Occupational Standards for Spectator Safety, include an assessment of occupational competence by a qualified assessor and be issued by an awarding organisation regulated by Ofqual.

This requirement applies equally to stewards employed directly or working through an agency.

1. What are the National Occupational Standards for Spectator Safety?

The National Occupational Standards (NOS) for Spectator Safety are standards which set out the skills, knowledge and experience needed to work in spectator safety. They are developed and owned by [SkillsActive](#), the skills sector council for active leisure and learning. SkillsActive works in collaboration with the relevant sector to develop each set of National Occupational Standards.

The six units of the National Occupational Standards for Spectator Safety can be found by clicking on the links below.

[SKASS1 – Prepare for spectator events](#)

[SKASS2 – Control the movement of spectators and deal with crowd issues at an event](#)

[SKSS3 – Help to manage conflict](#)

[SKSS4 – Control and manage people at a spectator event for further action](#)

[SKSS5 – Deal with incidents](#)

[CFACSD8 - Work with others to improve customer service](#)

The previous titles were:

C29 Prepare for spectator events (**now SKASS1**)

C210 Control the entry, exit and movement of people at spectator events (**now SKASS2**)

C211 Monitor spectators and deal with crowd problems (**now SKASS2**)

C237 Help to manage conflict (**now SKASS3**)

A52 Contribute to the work of your team (**now replaced by CFACSD8**)

C35 Deal with accidents and emergencies (**now SKASS5**)

C238 Control and detain people at a spectator event for action by the police (**now SKASS4**)

2. How do I determine if a qualification is an acceptable alternative to the Level 2 NVQ in Spectator Safety?

In order for a qualification to be an acceptable alternative it must cover all of the National Occupational Standards for Spectator Safety, include an assessment of occupational competence by a qualified assessor and be issued by an awarding organisation regulated by Ofqual.

At a sports ground where a general safety certificate has been issued, the sports ground management will need to satisfy the certifying authority that a different qualification is an acceptable alternative.

Taking each of the requirements in turn:

a. Does it cover all of the National Occupational Standards for Spectator Safety?

Any employer seeking to demonstrate that another qualification or combination of qualifications is an acceptable alternative will need to undertake a mapping exercise which shows that the alternative(s) cover all of the National Occupational Standards for Spectator Safety.

b. Does it include an assessment of occupational competence by a qualified assessor?

The qualification should include an assessment of occupational competence. This means a qualified assessor must observe the steward undertaking stewarding duties and confirm they meet the required standard.

A qualified assessor is someone who meets the assessor requirements of the awarding body for that qualification.

The qualified assessor does not need to be external to the employer. Before awarding a qualification, the awarding body will normally ensure an external verifier has verified the training and assessment process which has been undertaken.

c. Is it issued by an award body regulated by Ofqual?

A list of the qualifications and awarding bodies regulated by Ofqual can be found [here](#).

3. If a steward is in the process of undertaking their training, assessment and qualification are they allowed to work in a sports ground?

Yes. If they have undertaken all aspects of relevant familiarisation and induction training they may start work **accompanied** by a qualified steward.

They may work **unaccompanied** for a period of up to 12 months once they have attended four events as a steward and received training to provide the underpinning knowledge for the following units in the National Occupational Standards for Spectator Safety:

- SKASS1 Prepare for spectator events
- SKASS2 Control the movement of spectators and deal with crowd issues at an event
- SKASS5 Deal with incidents

These units are the current equivalent of those units referenced in section 4.8a of the Green Guide.

All stewards should be in the process of undertaking their full training, assessment of occupational competence and qualification.

The table below shows what training and qualification a steward requires at each stage.

Steward responsibilities/eligibility	Training and qualification requirements
Start work accompanied by a qualified steward	<ul style="list-style-type: none"> • Received induction and familiarisation training. • In the process of undertaking their full training, assessment of occupational competence and qualification towards a Level 2 NVQ in Spectator Safety or an acceptable alternative.
Work unaccompanied for a period of up to 12 months	<ul style="list-style-type: none"> • Received induction and familiarisation training. • Received training to provide underpinning knowledge for units SKASS1, SKASS2 and SKASS5 of the National Occupational Standards for Spectator Safety.

	<ul style="list-style-type: none"> • Attended 4 events as a steward, accompanied by a qualified steward. • In the process of undertaking their full training, assessment of occupational competence and qualification towards a Level 2 NVQ in Spectator Safety or an acceptable alternative.
Work unaccompanied permanently	<ul style="list-style-type: none"> • Completed training and assessment of occupational competence and obtained a Level 2 NVQ in Spectator Safety or an acceptable alternative.

• Do these requirements also apply to stewards provided by an agency?

Yes. This requirement applies equally to stewards employed directly or working through an agency.

• Is the Security Industry Authority (SIA) Door Supervisor licence an acceptable alternative to a Level 2 NVQ in Spectator Safety?

No. The training programme required to obtain an SIA Door Supervisor licence is not an acceptable alternative to a Level 2 NVQ in Spectator Safety.

This is because it does not map to all of the units in the National Occupational Standards for Spectator Safety.

However, stewards who hold an SIA Door Supervisor licence will have the underpinning knowledge for the three units of the National Occupational Standards for Spectator Safety which they must have before working unaccompanied.

Therefore, holders of an SIA door supervisor licence may work unaccompanied for a period of up to 12 months provided they have attended four events as a steward (accompanied by a qualified steward) and are in the process of undertaking their full training, assessment of occupational competence and qualification for a Level 2 NVQ in Spectator Safety or an acceptable alternative.

• Is the Level 2 Award in Understanding Stewarding at Spectator Events (AUSSE) an acceptable alternative to a Level 2 NVQ in Spectator Safety?

No. The Level 2 Award in Understanding Stewarding at Spectator Events (AUSSE) is not considered an acceptable alternative to a Level 2 NVQ in Spectator Safety.

This is because the Level 2 AUSSE does not include an assessment of occupational competence and does not cover all of the units in the National Occupational Standard for Spectator Safety.

However, the Level 2 AUSSE provides stewards with the underpinning knowledge for the three units of the National Occupational Standards for Spectator Safety which they must have before working unaccompanied.

Therefore, holders of a Level 2 AUSSE may work unaccompanied for a period of up to 12 months provided they have attended four events as a steward (accompanied by a qualified steward) and are in the process of undertaking their full training, assessment of occupational competence and qualification for a Level 2 NVQ in Spectator Safety or an acceptable alternative.

- **Is the Level 2 Certificate in Event Security Operations an alternative to a Level 2 NVQ in Spectator Safety?**

No. The Level 2 Certificate in Event Security Operations (ESO) is not considered an acceptable alternative to a Level 2 NVQ in Spectator Safety.

This is because the Level 2 Certificate ESO does not cover all of the units in the National Occupational Standard for Spectator Safety.

However, the Level 2 Certificate ESO provides stewards with the underpinning knowledge for the three units of the National Occupational Standards for Spectator Safety which they must have before working unaccompanied.

Therefore, holders of a Level 2 Certificate ESO may work unaccompanied for a period of up to 12 months provided they have attended four events as a steward (accompanied by a qualified steward) and are in the process of undertaking their full training, assessment of occupational competence and qualification for a Level 2 NVQ in Spectator Safety or an acceptable alternative.

- **What if I can no longer get my stewards trained, assessed and qualified using external funding streams?**

Where an employee (steward) does not meet the criteria for public funding of his or her training, assessment of occupational competence, and qualification process, any costs associated should be met by the employer.