



Module Two – Maintenance of a safe environment – Question Sheet

Full Name		Signature	
Date			

Please circle the correct answer for each question.

1) Which are the three "D's" when discussing crowd dynamics?

- a) Danger, Diversity and Distress.
- b) Density, Dynamics and Distress.
- c) Danger, Dangerous and Dangers.
- d) Disaster, Density and Dynamics.

2) Crowd dynamics is related to?

- a) The amount of people in the crowd.
- b) How loud the crowd are.
- c) The problems someone in the crowd might be having.
- d) Being respectful of, listening to and assisting with colleagues professionally.

3) What is the response to finding an opposition supporter in the wrong stand?

- a) Do nothing unless they start a fight.
- b) Inform the supervisor or stand manager for your area.
- c) Inform them they must leave immediately and escort them out.
- d) Make a note of their seat number in case something happens later.

4) A filter cordon is?

- a) All the crowd made to stand in line.
- b) A loose line of stewards and/or police who face the approaching crowd in order to filter them through the cordon line.
- c) A rope set up to allow VIPs club members in.
- d) A line of stewards and/or police who form a physical barrier.

5) When communicating with a spectator using foul and abusive language you should be?

- a) Assertive.
- b) Aggressive.
- c) Passive.
- d) Approachable.

6) Steward personal safety equipment would include?

- a) Handbook, baton, and high visibility vest.
- b) High visibility jackets.
- c) Safety handbook.
- d) Torches and radios.

7) Which THREE of the following are expected of a steward when talking to a spectator?(3 Marks)

- a) A calm and relaxed posture.
- b) Shouting loudly.
- c) Making fast hand movements.
- d) Failure to apologise.
- e) Talking in a calm and clear and audible manner.
- f) Using an aggressive tone when required.
- g) Using an attentive expression.
- h) Not making eye contact.
- i) Making lots of body contact.
- j) Taking off their jacket or bib to avoid intimidating the person.

8) If you identified a training need for yourself what actions could you take?

- a) Write it down in the back of my handbook.
- b) Complete an application form.
- c) Speak to a Supervisor or Steward Assessor.
- d) Look in the local paper for jobs at the club

9) Why is it important to summarise and feedback to others about what has been said during a conflict situation?

- a) So that all parties can agree on the incident and nothing is misunderstood.
- b) So that you can remember what happened if it goes to court.
- c) So that you can pass it on to a supervisor and not need to worry about it further.
- d) It isn't actually important to do this.

10) Why must you check the equipment and facilities in your area of responsibility?

- a) You don't need to. Maintenance personnel do all checks on equipment and facilities.
- b) It keeps you busy before the match.
- c) To ensure everything works before people arrive and faults can be fixed or taken out of service.
- d) You only need to do this if told to by the supervisor at the briefing.

Passmark 8

Score

Pass/Fail

Assessor name

Assessor signature