Comprehensive Sports Facility Operations and Safety Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #EL5127_274439

Course Introduction / Overview:

The management of sports and recreation facilities is a complex discipline that demands a blend of technical expertise, operational foresight, and an unwavering commitment to safety. This course provides a comprehensive A to Z framework for mastering the intricacies of facility maintenance and safety protocols. In an era where user experience and liability are paramount, a proactive approach to facility management is no longer optional but essential for organizational success and sustainability. This program delves into the core principles that govern modern facility operations, from preventative maintenance schedules to advanced risk mitigation strategies. Drawing on established industry best practices and insights from leading academics like Gil Fried, author of "Managing Sport Facilities", participants will gain a deep understanding of the critical systems and procedures that ensure a safe, efficient, and welcoming environment. BIG BEN Training Center has designed this curriculum to empower professionals with the practical skills and strategic knowledge needed to excel, ensuring their venues not only meet but exceed regulatory standards and user expectations, thereby safeguarding both patrons and the organization's reputation.

Target Audience / This training course is suitable for:

- Facility Managers and Directors.
- Operations Managers and Coordinators.
- Recreation and Parks Supervisors.
- Arena and Stadium Managers.
- Athletic Directors and Administrators.
- Maintenance and Groundskeeping Supervisors.
- Health and Safety Officers.
- Event and Venue Managers.
- Risk Management Professionals.
- Project Managers overseeing facility construction or renovation.

Target Sectors and Industries:

- Professional Sports Organizations and Leagues.
- Collegiate and University Athletic Departments.
- Municipal and Regional Parks and Recreation Departments.
- Private Health Clubs, Gyms, and Fitness Centers.
- K-12 School Districts and Educational Institutions.
- Community and Youth Sports Organizations.
- Governmental agencies responsible for public recreational spaces.
- Hospitality and Resort properties with sports facilities.
- Event Management and Venue Operations companies.

Target Organizations Departments:

- Facilities Management and Operations.
- Maintenance and Engineering.
- Health, Safety, and Environment (HSE).
- Risk Management and Compliance.
- Events and Venue Management.
- Athletics and Recreation Services.
- Security and Public Safety.
- Guest Services and Customer Relations.
- Capital Projects and Planning.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement comprehensive preventative maintenance schedules for diverse facility assets.
- Conduct thorough facility safety audits and risk assessments to identify and mitigate potential hazards.
- Master best practices for specialized areas like turf management, aquatic facility operations, and sports flooring care.
- Create and execute effective Emergency Action Plans (EAPs) for various scenarios.
- Ensure compliance with key regulations and standards, including OSHA and ADA requirements.
- Implement effective crowd management and spectator safety protocols for events of all sizes.
- Manage budgets for maintenance operations and plan for long-term capital improvements.
- Integrate sustainable and energy-efficient practices into facility management.
- Evaluate and manage legal liabilities associated with facility operations and incidents.
- Enhance facility sanitation and hygiene protocols to ensure public health and safety.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, moving beyond theoretical lectures to foster real-world problem-solving skills. This course utilizes a blended learning approach that combines expert-led presentations with dynamic group activities. Participants will engage in detailed case study analyses of actual facility incidents, dissecting the causes and exploring effective preventative measures. Interactive workshops will guide attendees in developing tangible outputs, such as a draft risk assessment matrix or a preventative maintenance checklist for a sample facility. Team-based exercises will simulate crisis management scenarios, requiring collaborative decision-making to develop an effective response. The program emphasizes peer-to-peer learning, allowing participants from diverse backgrounds to share experiences and best practices. Throughout the course, there will be ample opportunity for Q&A sessions and direct feedback from the instructor, ensuring that complex concepts are fully understood and can be applied directly to the participant's own professional context upon their return to the workplace.

Course Agenda (Course Units):

Unit One: Foundations of Modern Sports Facility Management

- Introduction to Sports and Recreation Facility Operations.
- The Role and Responsibilities of a Facility Manager.
- Understanding Key Industry Standards and Governing Bodies.
- Compliance Essentials: OSHA, ADA, and Local Regulations.
- Principles of Asset Management and Facility Lifecycles.
- Developing a Strategic Facility Management Plan.
- Introduction to Facility Budgeting and Financial Planning.

Unit Two: Proactive Maintenance and Operational Excellence

- Developing a Comprehensive Preventative Maintenance Program.
- Managing HVAC, Electrical, and Plumbing Systems.
- Best Practices in Sports Turf and Groundskeeping Management.
- Inspection and Maintenance of Sports Surfaces and Flooring.
- Lighting Systems Maintenance for Safety and Performance.
- Managing Custodial and Sanitation Operations Effectively.
- Implementing a Computerized Maintenance Management System (CMMS).

Unit three: Managing Specialized and High-Risk Areas

- Aquatic Facility Management: Water Quality, Safety, and Chemical Handling.
- Playground Safety Standards, Inspection, and Maintenance.
- Managing Arenas, Stadiums, and Large Spectator Venues.
- Fitness Equipment Inspection, Maintenance, and Replacement Cycles.
- Locker Room and Ancillary Space Management for Hygiene and Safety.
- Special Considerations for Indoor vs. Outdoor Facilities.
- Managing Synthetic Turf Fields and Surfaces.

Unit Four: Risk Management, Safety, and Emergency Preparedness

- Conducting Comprehensive Facility Risk Assessments.
- Developing and Implementing an Emergency Action Plan (EAP).
- Fire Prevention and Life Safety Systems Management.
- Crowd Management Strategies and Spectator Safety.
- Venue Security, Access Control, and Surveillance.
- Incident Reporting, Investigation, and Documentation.
- Weather-Related Emergency Planning and Response.

Unit Five: Advanced Topics in Facility Leadership and Sustainability

- Legal Liability, Negligence, and Duty of Care in Facility Management.
- Managing Contracts and Outsourced Service Providers.
- Capital Improvement Planning and Project Management.
- Implementing Sustainable and Green Facility Practices.
- Leveraging Technology for Enhanced Facility Operations.
- Future Trends in Sports Facility Design and Management.
- Developing a Culture of Safety and Excellence within the Team.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond regulatory compliance, how can a facility's commitment to safety and maintenance be leveraged as a strategic asset to enhance brand reputation and user experience?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, 360-degree perspective on facility management, seamlessly integrating the technical aspects of maintenance with the strategic imperatives of risk management, legal compliance, and financial stewardship. While many programs focus narrowly on operational tasks, this curriculum emphasizes the critical thinking and leadership skills necessary to manage a facility as a complex ecosystem. We move beyond simply teaching "what" to do and delve deeply into the "why" through the extensive use of real-world case studies of both successes and failures in the industry. This practical, problem-based learning approach ensures that participants are not just memorizing standards but are learning to apply them in dynamic, unpredictable situations. The content is uniquely structured to address both general principles and the specific challenges of specialized areas like aquatic centers and large arenas within a single, cohesive program. The focus on developing a proactive "culture of safety" rather than just a checklist-based approach empowers managers to become true leaders who can inspire their teams, protect their organizations, and elevate the overall user experience.