Sports Facilities Management and Venue Operations Course

24 – 28 May 2027
Milan

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Ref: 993_175500 **Date:** 24 – 28 May 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Sports Facilities Management and Venue Operations Course is a one-week advanced course for sports facility managers, venue leaders, stadium supervisors, maintenance coordinators, event teams, and asset managers. Participants leave with a Sports Venue Operating Control Plan linking service delivery, maintenance, playing surfaces, event readiness, spectator safety, vendors, budgets, sustainability, and performance measures. The course replaces disconnected preparations with controlled operating cycles and decision tools. Agile Leaders Training Center provides advanced learning in sports facilities management and venue operations.

Who Should Attend

- Teams responsible for daily stadium, arena, sports center, and training-ground operations
- Personnel coordinating event conversion, tenants, bookings, and operational readiness
- Maintenance teams managing building systems, equipment, inspections, and work orders
- Grounds teams responsible for fields, courts, tracks, and playing-surface condition
- Safety and security personnel coordinating access, crowds, incidents, and emergency interfaces
- Asset owners controlling budgets, vendors, sustainability, and service performance

The course assumes participants already coordinate facilities, assets, events, maintenance, or venue services and leaves out architectural design and jurisdiction-specific safety certification.

Departments and Industries

The course supports organizations operating public, commercial, educational, and community sports assets.

- Stadium, arena, and sports center operations
- Professional clubs, leagues, and event organizations
- Schools, universities, academies, and training grounds
- Municipal recreation and community facilities
- Facilities management, engineering, maintenance, and grounds services
- Security, hospitality, cleaning, catering, and outsourced service providers

Learning Objectives

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

- Analyze venue governance, service interfaces, and operating demand
- Build asset, maintenance, inspection, and playing-surface controls
- Apply event-readiness, tenant, access, and crowd coordination methods
- Evaluate safety, emergency, continuity, and service risks
- Prioritize budgets, vendors, sustainability, and lifecycle actions
- Use performance measures to improve venue operating decisions

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Course Agenda

Day 1: Venue Governance and Service Design

- Sports Venue Operating Model Canvas
- Stakeholder and Tenant Responsibility Matrix
- ISO 41001 Facility Management System Map
- Service Catalogue and Helpdesk Workflow
- Venue Risk and Control Register

Day 2: Assets, Maintenance, and Playing Surfaces

- Asset Hierarchy and Criticality Matrix
- Preventive and Condition-Based Maintenance Plan
- Inspection, Testing, and Work Order Control
- Playing-Surface Condition and Recovery Log
- Lifecycle Cost and Renewal Priority Model

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Day 3: Event and Tenant Readiness

- Event Conversion and Handover Schedule
- Venue Readiness Checklist and Sign-Off Gate
- Access, Accreditation, and Zoning Plan
- Supplier Mobilization and Service-Level Scorecard
- Post-Event Recovery and Defect Register

Day 4: Spectator Safety and Operational Resilience

- Green Guide Safe Capacity Assessment Framework
- Ingress, Circulation, Egress, and Queue Control Map
- Event Control Room Communication Protocol
- Emergency Interface and Escalation Matrix
- Business Continuity and Critical-System Recovery Plan

Day 5: Venue Performance Simulation

- Exercise: Asset Failure and Maintenance Priority Review
- Exercise: Event Readiness Gate Decision
- Exercise: Safe Capacity and Crowd Flow Diagnosis
- Exercise: Vendor, Budget, and Sustainability Tradeoff
- Capstone Exercise: Sports Venue Operating Control Plan

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Practical Exercises

The course uses suggested activities that connect facility decisions with event and asset evidence.

- Suggested activity: classify venue assets by event impact and failure consequence
- Suggested activity: build a readiness gate for a multi-use sports event
- Suggested activity: test crowd-flow and emergency interfaces against a venue scenario
- Suggested activity: assemble a Sports Venue Operating Control Plan

FAQs

Who suits sports facilities management and venue operations training?

The course suits managers and teams responsible for venues, maintenance, grounds, events, safety, security, vendors, budgets, and sports assets. It assumes practical responsibility for facility or event operations.

How does sports facilities management training differ from general facilities management training?

Sports facilities management training applies facility principles to event conversion, playing surfaces, spectator movement, safe capacity, tenant handoffs, match-day services, recovery, and variable venue demand. General facilities management training usually addresses a broader range of workplaces.

What belongs in a sports venue maintenance plan?

A sports venue maintenance plan links the asset register, criticality, preventive tasks, condition checks, statutory inspections, work orders, spares, playing-surface care, event windows, failure response, costs, owners, and completion evidence.

How is sports venue event readiness controlled?

Event readiness is controlled through defined gates covering assets, playing surfaces, access, staffing, suppliers, cleaning, catering, security, medical interfaces, communications, temporary changes, tenant approvals, open defects, and final sign-off.

Which measures support sports facility performance control?

Useful measures connect availability, failures, work completion, event readiness, incidents, service levels, complaints, energy, waste, lifecycle cost, vendor results, recovery time, and user experience to operating decisions.

Conclusion

Participants leave with a Sports Venue Operating Control Plan connecting services, assets, maintenance, playing surfaces, events, crowds, safety, vendors, budgets, sustainability, and performance. The plan turns recurring venue demands into controlled decisions and evidence. It gives managers a practical basis for readiness reviews, resource priorities, and post-event improvement.