

## Security Case Study: Event Stewarding Provider

*"The ability of the CAATS team to tailor programmes to our individual company needs has been a key driver in developing a successful partnership."*

"Training staff in Spectator Safety presents particular challenges, with some regular staff working on regular contracts such as Football and Rugby matches and large numbers of Stewards, including some volunteers, being required for specific one-off events.

CAATS has been able to meet our Spectator Safety training and assessment needs to ensure a body of well trained and qualified staff for our event stewarding contracts. Their flexibility has also enabled us to cope with the peaks and troughs of demand for trained staff within this unique environment."

### What next?

All of our training and qualifications are delivered by industry experts who draw upon their extensive experience. This means that your employees will benefit from the wide range of experience which our trainers bring to our courses and qualifications.

Please contact us now to discuss your training and qualification needs.

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# Spectator Safety

**Complete Assessment and  
Training Solutions Limited**

## **Training and Qualifications DO make a difference**

We know that your people are your most valuable asset. We also know that your people are likely to be one of your biggest investments. Creating the opportunity for training and gaining qualifications for your team is always a priority and we can help you to achieve this. Your people are paramount, they are the lifeblood of the company and they are in regular contact with your client, members of the public and customers.

Investing in your people is an investment in the future of your Company. Staff retention is the key to success and this success can be achieved by having a well trained workforce with the skills and knowledge to deliver.

It doesn't stop there. We believe that training and qualifications for your people should go beyond providing the basic job skills. Training with CAATS equals effective and confident staff. This will help staff retention, leading to lower recruitment costs and improvements in induction training.

We understand your business needs and have developed training and qualification solutions to meet them. Our solutions include:

- NVO in Spectator Safety
- Conflict Resolution and Management Course
- CCTV Operations (Public Space Surveillance)
- Understanding Stewarding at Spectator Events

## **The Benefits of Training**

- More confident and professional people
- Smoother and improved stewarding of events
- Increased client satisfaction rates
- Less errors and mistakes
- Reduced confrontation
- Lower absentee rate
- Less staff turnover
- Sense of achievement by your people

And, of course, investing in training demonstrates to your people and clients a commitment to raising the bar through well trained and qualified people. A visible investment for staff and clients alike.

In addition to our nationally recognised courses and qualifications, we also work with clients to design and deliver tailored training programmes to meet specific needs. All our programmes will fit into your operational schedules to minimise the impact on your business and your clients.