

Certificate course for security officers/supporter liaison officers

as part of the 'Violence at Sports Events' project



Photo: Keystone

To aid readability, only the masculine form is used.

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1. Current situation

The 'Violence at Sports Events' round table, chaired by the head of the Federal Department of Defence, Civil Protection and Sports (VBS), met for the sixth time on 22 January 2010. A number of measures were presented, of which eight are to be implemented. One of the measures concerns training. Swiss Olympic has assumed responsibility for developing a training course for key personnel.

During this project a cross-functional, integrative training course for security officers and supporter liaison officers (SOs and SLOs) was developed. The main addressees are football and ice hockey. The issue or renewal of licences for competitions at national league level is now to be linked to the existence of accredited security officers and supporter liaison officers.

2. Target audience

2.1 Security officers	2.2 Supporter liaison officers
2.1.1 Security officers and their stand-ins in the Super League and Challenge League [football] and National League A and B [ice hockey].	2.2.1 Supporter liaison officers and their stand-ins in the Super League and Challenge League [football] and National League A and B [ice hockey]
2.1.2 Security officers and their stand-ins in Swiss Football Association League 1 [1. Liga SFV] and Regio League Swiss Ice Hockey]	2.1.2 Supporter liaison officers and their stand-ins in Swiss Football Association League 1 [1. Liga SFV] and Regio League Swiss Ice Hockey
2.1.3 Security officers from other sports or at sports events	2.2.3 Staff employed in local authority socio-professional fan work

3. Admission requirements

3.1 Security officers

Criterion	Must haves	Can haves
Age	>= 30	>= 40
Education and training	Vocational qualification	Further vocational qualification
Work experience	>= 10 years' work experience >= 5 years' management experience in the security field (military, police, private security, security officer)	
Language skills	Good spoken and written German	Good spoken and written 2nd national language
Personality traits/abilities	<ul style="list-style-type: none"> • Resistant to stress • Assured demeanour • Common sense • Ability to think outside the box • Neutrality towards different stakeholders (subordinate and/or organisations and people allocated for cooperation) • Assertiveness, loyalty and integrity 	

3.2 Supporter liaison officers

For supporter liaison officers, the comments on club-related fan work in the National Concept for Fan Work in Switzerland produced by the Federal Office of Sport (BASPO) in 2010 shall apply (see Chapter 4.3, pp. 10-11 and Chapter 5.2, pp. 16-19).

Criterion	Must haves	Can haves
Age	At least 20	
Education and training	<ul style="list-style-type: none"> - Vocational qualification or student at a tertiary education institution - Proven work experience 	
Practical experience	2 – 3 years' experience working at a club	
Language skills	Good spoken and written German	Good spoken and written 2nd national language
Personality traits	<ul style="list-style-type: none"> • Roots in/understanding of the fan base • Experience in dealing with young people • Communication skills • Outgoing and self-assured demeanour • Personal flexibility • Self-reflection 	

3.3 Decision on admission

The aforementioned requirements are assessed by the clubs during the recruitment process. The final decision on whether a candidate is to be accepted/deferred or, if need be, rejected is taken by the course management on the basis of the applications received.

4. Modular curriculum

The integrative concept takes into account the different requirements and challenges facing security officers and supporter liaison officers. The course for SOs covers 12 days in total and is divided into four three-day modules. The course for SLOs (and possibly staff employed in socio-professional fan work) covers a total of eight days. It is broken down into four two-day modules. The first, second and fourth modules are taken together with the security officers.

4.1 Curriculum overview

Supporter liaison officer course	Joint SO/SLO course		Security officer course
Module 1	Thu Day 1	Thu Day 1	Module 1
	Fri Day 2	Fri Day 2	
			Sat Day 3
Module 2	Thu Day 3	Thu Day 4	Module 2
	Fri Day 4	Fri Day 5	
		Sat Day 6	
Module 3 Fri Day 5			Module 3 Thu Day 7
Sat Day 6			Fri Day 8
			Sat Day 9
			Module 4 Thu Day 10
Module 4	Fri Day 7	Fri Day 11	
	Sat Day 8	Sat Day 12	

4.2 Course length

4.2.1 Security officers

The on-the-job course for security officers consists of 12 days of face-to-face teaching. This breaks down into four three-day modules plus approx. ten days for the final assignment. A work placement forms an integral part of the course. The course extends over 12 months. The modules take place from Thursday to Saturday each time.

4.2.2 Supporter liaison officers

The on-the-job course for supporter liaison officers consists of eight days of face-to-face teaching. This breaks down into four two-day modules plus approx. six days for the final assignment. A practical matchday deployment at a different club forms an integral part of the course. The course extends over 12 months. The modules take place from Thursday to Friday or Friday to Saturday.

4.3 Monitoring of learning outcomes

The learning outcomes are monitored at the end of each module, with the results being incorporated in the final assessment.

4.4 Final assignment

The final assignment is practice-related. It is assessed and marked by two experts. The experts are appointed by the course management.

4.5 Placement

During the course each participant undertakes a placement at a club specified by the course management. All course participants should experience a complete operation planning, implementation and follow-up process at least twice. These placements are organised outside the modules by the individual participants at their own responsibility. The course management offers assistance in finding a placement. A placement confirmation letter forms part of the exam dossier.

4.6 Certification

Participants who actively attend class for 90 % of the face-to-face teaching time and successfully complete the various learning outcomes, the placement and the final assignment receive the Swiss Olympic Certificate. Anyone who misses a module or a learning outcome can repeat it during a subsequent course. The certificate is not issued until all the course components have been successfully completed.

4.7 Licence relevance

4.7.1 Football

As a condition for obtaining the licence in future, clubs must have an accredited security officer and supporter liaison officer.

4.7.2 Ice hockey

The training course is governed by the Order and Security Regulation.

The professional associations shall assess relevance individually in a transitional phase until the 2013/14 season.

4.8 Course management and organisation

The **course management** is composed as follows:

- 1 Swiss Olympic representative (chairman)
- 2 Swiss Football Association/Swiss Football League representatives
- 2 Ice Hockey National League representatives
- 1 course coordinator as a representative of the Swiss Federal Institute of Sport in Magglingen (EHSM)

Appeals panel

The appeals panel is composed as follows:

- 1 Swiss Olympic representative
- 1 Swiss Football Association/Swiss Football League representative (not the same person as on the course management)
- 1 Ice Hockey National League representative (not the same person as on the course management)

4.9 Instructors

To ensure the course has as much practical relevance as possible, the instructors will in the main be from the field. Specialists will be called in on a case-by-case basis. The lecturers will be announced on release of the detailed programme.

5. Course objectives

5.1 Security officers	5.2 Supporter liaison officers
<ul style="list-style-type: none"> - Understand the professional fundamentals, aids and tools of relevance for their work. - Are able to develop and implement a standardised integral security concept. In particular, they involve the reference groups of relevance for its implementation. They are able to direct an operation. - Gain an insight into common and established leadership models, allowing them to manage the parties involved and their own team in a manner appropriate to the situation. - Are able to learn lessons from operations from which they develop and implement appropriate measures for future operations. - Understand the roles and capabilities of all the reference groups involved in a security concept. 	<ul style="list-style-type: none"> - Learn fundamentals of fan-related psychology and social work, in particular with respect to fan work. - They understand the division of responsibilities at the internal club level (cooperation between stadium operator, club and fan) and at the external level (security firms, police and Swiss Federal Railways). They know the boundaries with respect to socio-professional fan work and make corresponding provision for a division of responsibilities. - They employ principles of project-related work and understand the effectiveness of their personal management style when dealing with people. - They are able to communicate adequately with the various reference groups. They understand the needs of these groups and know how to communicate them to fans. In particular, they are familiar with de-escalatory communication techniques.

6. Course content

Module 1

SO dates: 17-19.11.2011	Joint	SLO dates: 17/18.11.2011
- Toolbox	- Introduction to the course	- Fan work concept
- Security concept	- Regulations/directives	- Football specials (trains)
	- Stadium bans	
	- Prohibited items	

Module 2

SO dates: 26-28.1.2012	Joint	SLO dates: 26/27.1.2012
- Operation planning	- Psychology fundamentals	- Fan bases
- Operation management	- Violence phenomena	- Working with fans

Module 3

SO dates: 24-26.5.2012	Joint	SLO dates: 24/25.5.2012
- Working with partners		- Building relationships
- Technical aids		- Socio-professional fan work
- Self-defence		- Communication
- Medical		- De-escalation techniques

Module 4

SO dates: 23-25.8.2012	Joint	SLO dates: 24/25.8.2012
- Personnel management	- Media communications	
	- Fan work	
	- Conclusion	

7. Timetable

2011

30 September Deadline for registrations
17 – 19 Nov **Module 1** In Magglingen

2012

26–28 Jan **Module 2** In Magglingen
24–26 May **Module 3/Introduction to final assignment** In Magglingen
June/July **First course in French**
23–25 Aug **Module 4** In Magglingen or Ittigen
30 Nov **Award of certificates** In Ittigen

8. Costs

8.1 Security officers	8.2 Supporter liaison officers
The 12-day course costs CHF 4,200 (CHF 2,500 for football and ice hockey association participants) and includes the following:	The eight-day course costs CHF 3,200 (CHF 2,000 for football and ice hockey association participants) and includes the following:
<ul style="list-style-type: none"> • Full board in twin rooms on course days, including break-time drinks <ul style="list-style-type: none"> • Course documents • Final assignment support and correction <ul style="list-style-type: none"> • Certificate award ceremony 	

9. Number of participants per course

The number of participants is limited as follows:

	Max.	Min.
Security officers	20	10
Supporter liaison officers	10	8

The desired course size is 20–25.

10. Registration

Registrations should be submitted to the following address by 30 September 2011:

Swiss Olympic
Ethik und Ausbildung
Postfach 606
CH-3000 Bern 22

Telephone +41 31 359 71 39
Fax +41 31 359 71 71
ausbildung@swissolympic.ch
www.swissolympic.ch

Location
Haus des Sports
Talgutzentrum 27
CH-3063 Ittigen b. Bern

Ittigen, 15 August 2011

Recommendation

Swiss Football League (SFL) job specification for supporter liaison officers

1. Organisation	
Job title	Supporter liaison officer
Jobholder (to be filled out by the club)	
Stand-in (to be filled out by the club)	
Jobholder's working hours (to be filled out by the club)	
Stand-in's working hours (to be filled out by the club)	
Integration of the job in the organisation chart (to be filled out by the club)	
Regulatory basis	SFL Committee Guidelines on the Role and Duties of Supporter Liaison Officers of Swiss Football League Clubs dated 17 January 2005 (amended version dated 1 July 2011)

2. Job purpose
The supporter liaison officer is an important link between a club and its fans. He ensures that fans with a close affinity to the club have the opportunity to contact the club, receive answers to questions and communicate any requests or concerns (cf. Section 4 of the Guidelines). With his work the supporter liaison officer contributes to a constructive and communicative atmosphere between the fans and the club, thus helping to avoid confrontations and escalations between the club and the fans.

3. Duties
<ul style="list-style-type: none">▪ The supporter liaison officer maintains a presence among the fans at all home and away matches.▪ He actively seeks contact with fans with the aim of presenting himself as the club's point of contact, listening to the requests and concerns of fans and communicating these requests and concerns to the club.▪ He actively intervenes should any differences arise between fans and/or the police.▪ In doing so he also represents the position of the club on supporter issues and informs fans of the club's point of view. In this dialogue with fans he assesses critically whether the club is (still) on the right track in terms of its supporter policy.▪ Should the supporter liaison officer identify during the course of his work any fundamental differences of opinion between the club and the fans that could lead to an escalation, he does everything in his power to resolve these differences by way of dialogue. If necessary, he consults specialist institutions (such as those involved in social work with fans, youth work, etc.).

- As he is in permanent contact with fans, the supporter liaison officer assumes an advisory role vis-à-vis the club in supporter matters.
- The supporter liaison officer offers fans assistance in organisational matters, if requested to do so by the fans. He helps, for example, in the setting up of independent supporters club structures, organisation of away travel and in all other areas of relevance for fan culture.
- Where possible, the supporter liaison officer involves the players in his work with fans.
- The supporter liaison officer recruits the fan liaison workers. He is responsible for ensuring that fan liaison workers are adequately prepared for their deployments by means of training and operational briefings. The supporter liaison officer has operational control over the fan liaison workers.
- Should the supporter liaison officer ascertain that the work done with fans in and around the club is insufficient and needs to be augmented, he helps to develop an all-encompassing approach to fan work.
- The supporter liaison officer networks with institutions of significance for his work. These include security officers, the police and ice hockey fan delegates, among others.
- The supporter liaison officer attends security meetings.
- To assure the quality of the aforementioned work, the supporter liaison officer undergoes regular training. In doing so he participates in the training offerings of the Swiss Football League and augments them, if necessary, by attending additional training offerings.

4. Requirements profile	
Basic training	Successful completion of the introductory supporter liaison officer course run by the Swiss Football League
Experience	<ul style="list-style-type: none"> ▪ Experience in dealing with young people ▪ Roots in football ▪ Knowledge of the fan base
Personality traits	<ul style="list-style-type: none"> ▪ Communication skills ▪ Outgoing and self-assured demeanour ▪ Personal flexibility ▪ Ability to self reflect

Place, date

Signature of the supporter liaison officer

Signature of the stand-in

Signature of line manager



SFL Committee Guidelines on the Role and Duties of Supporter Liaison Officers of Swiss Football League clubs dated 17 January 2005 (amended version dated 1 July 2011)

Based on section 20 of the SFL Security Regulations (SiRegl).

Chapter I: General provisions

Section 1 – Appointment of the supporter liaison officer

Each SFL club shall appoint a person responsible for supporter matters (hereinafter: supporter liaison officer) and a stand-in who shall assume the role and duties of the supporter liaison officer in full in the former's absence. Below the term "supporter liaison officer" shall refer to both the supporter liaison officer and his stand-in.

Section 1a – Qualification requirements

From the 2013/14 season the supporter liaison officer of a Super League club must hold the Swiss Olympic supporter liaison officer certificate or a comparable qualification. An exception may be granted for supporter liaison officers who have commenced a Swiss Olympic certificate course or comparable training course.

Section 2 – Role at the club

The supporter liaison officer reports directly to the club management. The supporter liaison officer shall be granted the necessary powers for the performance of his duties by the club management.

The supporter liaison officer is on the same hierarchy level as the club safety and security officer.

The safety and security officer has sole decision-making powers in safety and security matters.

The supporter liaison officer may not be employed by or hold a position on a board or committee of a supporter organisation close to the club.

The supporter liaison officer may not have a safety or security role within a club, the league or the association or work at an institution appointed by the club to carry out safety or security tasks.

The supporter liaison officers shall be compensated by the clubs.

Section 3 – Representation of the club vis-à-vis third parties

The supporter liaison officer represents the club in supporter matters vis-à-vis third parties. Third parties are:

- a) The Swiss Football Association (SFV) and the SFL and its clubs.
- b) Official and unofficial club supporter organisations.
- c) Supporter groups and individual supporters of the club.



In consultation with the club safety and security officer he can also represent the club in supporter matters vis-à-vis the following third parties:

- d) State agencies (e.g. police, fire service, law enforcement agencies, public transport companies).
- e) Private security companies appointed by the club to carry out safety and security tasks.

Chapter II: Duties

Section 4 – Basic principle

The supporter liaison officer is responsible for ensuring that every supporter of the club has the opportunity to contact an authorised club representative with regard to supporter matters and raise any concerns he or she may have.

Section 5 – Informing the club management

The supporter liaison officer shall inform the club management with regard to supporter issues and concerns and is at the club management's disposal as an expert consultant. He shall inform the club management if the staff, material and financial resources required to carry out fan work in a manner that is appropriate for the size of the fan base are insufficient.

Section 6 – Contact with the club's supporters

The supporter liaison officer shall ensure regular contact and communication is maintained between the club and its supporters and encourage the fostering of this relationship.

Section 7 – Deployment of staff

The supporter liaison officer shall be responsible for the recruitment and training of supporter liaison workers and oversee their deployment.

Section 8 – Support for fan matters

If required, the supporter liaison officer shall support matters raised by official and unofficial fan organisations, fan groups and individual supporters of the club.

Section 9 – Coordination with the safety and security officer

The supporter liaison officer shall work in close consultation with the club's safety and security officer.

Section 10 – Cooperation with the ice hockey supporter delegate

At clubs where this is appropriate, the supporter liaison officer shall strive to work in close cooperation with the ice hockey supporter delegate.

Section 11 – Role as a mediator

If necessary, the supporter liaison officer shall intervene in a mediatory role; e.g. in disputes between club supporter groups and between the police and fans.



Chapter III: Reporting duties and training

Section 12 – Reporting duties of clubs

The personal details of the supporter liaison officer and his stand-in must be communicated in writing to the SFL safety and security officer no later than 30 days before the start of the season. Any changes during the season must be reported to the SFL without delay.

Section 13 – Training

The clubs are responsible for training the supporter liaison officer and his stand-in.

The SFL shall organise and stage one training course per year for supporter liaison officers and their stand-ins. These training courses are mandatory for the supporter liaison officer and his stand-in; the clubs are responsible for sending their participants.

Chapter IV: Demarcation and requirements specification

Section 14 – Demarcation from social work with fans

The duties of the supporter liaison officer do not include social work with fans. By social work with fans we mean the offerings of public and private institutions that carry out fan work in the educational, socio-cultural and social fields.

The clubs shall promote social work with fans to the extent their financial and staff resources permit.

Section 15 – Supporter liaison officer requirements specification

To aid the introduction of supporter liaison officers, the SFL has prepared a sample requirements specification that can be obtained from the SFL.

Chapter V: Final provisions

These guidelines were adopted by the SFL committee at its meeting on 17.1.2005. They enter into force with immediate effect. The amendments of Section 1 to Section 15 were approved by the committee on 9 May 2008. The amendments of Section 1a (new) and Section 13 were approved by the committee on 1 July 2011.