

Essential Airport Operations & Management

2027 00000 4 - 0000 31
Rome (Italy)

UK Traininig

PARTNER



The Program Flow

Day 1: The Fundamentals of Airport Management

- The role and structure of airports in global aviation.
- Airport ownership and governance models.
- Airport functions and inter-departmental coordination.
- Key stakeholders: airlines, regulators, ground handlers, and concessionaires.
- Case study: Operational and governance structure of a major international airport.

Day 2: Airside Operations and Safety Management

- Airfield layout, runway, and taxiway operations.
- Aircraft stand allocation, ramp safety, and ground handling coordination.
- Airfield inspection and maintenance requirements.
- Safety Management Systems SMS and risk management in airside operations.
- Workshop: Building a daily airside operations plan aligned with safety protocols.

Day 3: Terminal and Passenger Services Management

- Passenger flow management and service quality optimization.
- Check-in, security screening, immigration, and baggage handling systems.
- Coordination between airlines, security, and customer service teams.
- Accessibility, inclusivity, and passenger experience best practices.
- Simulation: Managing disruptions and maintaining passenger satisfaction during peak operations.

Day 4: Landside, Emergency, and Resource Management

- Landside operations: access roads, parking, and ground transport.
- Crisis and emergency response planning in airport environments.
- Coordination with law enforcement and emergency services.
- Resource planning — human resources, equipment, and facilities utilization.
- Group exercise: Developing an emergency management and resource coordination plan.

Day 5: Strategic Airport Management and Future Trends

- Airport finance and commercial operations: non-aeronautical revenue and concessions.
- Performance measurement and continuous improvement KPI frameworks.
- Environmental management and sustainability initiatives.
- The future of airport operations — automation, AI, and smart airport technologies.
- Final project: Designing an integrated Airport Operations & Management improvement strategy.

The graphic features the text 'UK Training' in a small, grey font above the word 'PARTNER' in a large, bold, black font. This text is positioned over a background of concentric grey circles and a chessboard pattern. In the bottom right corner, there are three chess pieces: a gold king, a silver pawn, and a black pawn.

Individual Impact

- Gain essential knowledge and confidence to manage airport operations effectively.
- Strengthen leadership and decision-making capabilities in dynamic environments.
- Learn to align operational priorities with safety and customer service excellence.
- Build awareness of financial, regulatory, and sustainability factors influencing airport performance.
- Position yourself as a competent airport management professional ready to lead operational success.

Work Impact

- Improve coordination across airside, terminal, and landside functions.
- Enhance safety and operational performance through structured management.
- Strengthen compliance with international aviation standards.
- Increase passenger satisfaction and service efficiency.
- Support long-term airport sustainability and digital transformation initiatives.

Training Methodology

This program blends strategic insight, technical knowledge, and applied learning to ensure practical capability and leadership growth.

Learning methods include:

- Case studies from leading international airports.
- Interactive workshops on operations, safety, and service management.
- Group simulations for decision-making and emergency response.
- Discussions on global best practices and performance benchmarking.
- Templates, checklists, and management frameworks for operational use.

Beyond the Course

Upon completion, participants will be equipped to manage airport operations with safety, efficiency, and strategic alignment, ensuring world-class standards in service delivery and organizational performance.

Graduates of this program will emerge as Airport Operations & Management Professionals — capable of leading, innovating, and optimizing airport functions in a globally connected aviation ecosystem.

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A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.