

Essential Airport Operations & Management

2027 19 - 15
Baku (Azerbaijan)

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Essential Airport Operations & Management

Ref: 20228816 | **Location:** Baku (Azerbaijan) **Fees:** 5200 GBP

Why This Course

Airports are complex, high-performance systems that require strategic coordination, operational excellence, and regulatory compliance to ensure safe, seamless, and customer-focused operations.

As global aviation continues to expand, effective airport management is critical to achieving operational efficiency, safety, and sustainable growth.

The Essential Airport Operations & Management program provides participants with a strong foundation in airport operations, administration, and performance management.

It combines strategic management principles, operational best practices, and leadership insights, helping professionals build the knowledge and confidence to manage day-to-day airport activities and long-term development initiatives effectively.

Through practical workshops, real-world case studies, and regulatory analysis, participants will learn how to operate and manage airports in alignment with global standards, including ICAO and IATA guidelines.

What You'll Learn and Practice

By joining this program, you will:

- Understand the structure, functions, and governance of airport management.
- Learn to manage airside, terminal, and landside operations effectively.
- Explore airport administration, finance, and commercial management.
- Apply ICAO and IATA operational and safety standards in daily operations.
- Strengthen knowledge of safety, security, and regulatory compliance frameworks.
- Gain insight into airport performance management and service quality improvement.
- Develop leadership skills for team coordination and stakeholder engagement.
- Build strategies for sustainable and resilient airport operations.

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

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, black sans-serif font above the word 'PARTNER' in a large, bold, black sans-serif font. The text is positioned over a background of concentric circles and a chessboard pattern.

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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 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.