# Comprehensive Airport Operations Management Training

23 – 27 November 2026
Paris (France)



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**Ref:** 321724_168998 **Date:** 23 – 27 November 2026 **Location:** Paris (France) **Fees:** 5200 GBP

## Why This Course

Efficient and safe airport operations are critical for passenger satisfaction, regulatory compliance, and overall airport performance. This intensive 1-week program equips participants with the knowledge and skills to manage all aspects of airport operations, from airside and landside activities to terminal management. Through a mix of theory, practical exercises, and real-world case studies, attendees will learn to optimize operational efficiency, enhance customer experience, and ensure safety and security across airport environments.

## What You'll Learn and Practice

By attending this course, you will be able to:

- Understand the complexities of airside, landside, and terminal operations.
- Implement safety management systems and emergency response procedures.
- Apply customer service strategies to enhance passenger experience.
- Ensure regulatory compliance and adopt industry best practices.
- Optimize resource allocation and operational efficiency.

## The Program Flow

### Day 1: Introduction to Airport Operations

- Overview of airport systems and key stakeholders
- Regulatory frameworks and compliance requirements
- Airport certification standards
- Roles and responsibilities in airport management

### Day 2: Airside Operations

- Runway, taxiway, and apron management
- Aircraft parking and ground handling procedures
- Wildlife hazard management
- Coordination with air traffic control



### Day 3: Terminal Operations

- Managing passenger flow and congestion
- Baggage handling systems and logistics
- Security screening processes
- Retail, concessions, and passenger services management

### Day 4: Landside Operations

- Ground transportation systems and coordination
- Parking facilities management
- Wayfinding, signage, and passenger guidance
- Airport access roads and traffic flow management

### Day 5: Safety, Security, and Emergency Management

- Safety Management Systems SMS implementation
- Security protocols and threat assessment
- Emergency response planning and drills
- Crisis communication strategies

## Individual Impact

Participants will leave this program with:

- The ability to implement effective safety and emergency management systems.
- Skills to optimize airport operations for efficiency and reliability.
- Strategies to enhance passenger satisfaction and overall airport experience.
- Techniques for effective stakeholder engagement and communication.

## Organizational Impact

Airports and aviation organizations will benefit from:

- Improved operational efficiency across airside, landside, and terminal functions.
- Enhanced safety and security compliance.
- Elevated passenger service standards and satisfaction levels.
- Teams capable of managing complex airport operations with confidence.



## Training Methodology

- Interactive lectures and scenario-based exercises
- Case studies from real airport operations
- Hands-on workshops and group problem-solving activities
- Practical exercises in safety, security, and operational management

## Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Implement comprehensive airport operations management plans.
- Ensure safety, security, and regulatory compliance across airport environments.
- Improve passenger experience through effective terminal and landside management.
- Coordinate efficiently with stakeholders for seamless airport operations.

