

Airport Operations Fundamentals

10 – 14 May 2027
Edinburgh (UK)

UK Training

PARTNER



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Why This Course

Airports are complex ecosystems that integrate infrastructure, safety, airside operations, passenger experience, and commercial management.

Efficient airport operations depend on the seamless coordination of people, processes, and technology — ensuring safety, compliance, and service excellence under continuous pressure and evolving global standards.

The Airport Operations Fundamentals program equips participants with a holistic understanding of airport systems, operational processes, and regulatory frameworks.

It bridges airside and landside operations, covering safety management, resource planning, crisis coordination, and performance optimization.

Participants will gain practical insights into how airports maintain operational resilience and service excellence in a dynamic aviation industry.

What You'll Learn and Practice

By joining this program, you will:

- Understand the structure and functions of airport operations.
- Learn about airside, terminal, and landside management processes.
- Explore international regulatory standards ICAO, IATA, FAA, EASA.
- Master safety, security, and operational compliance frameworks.
- Study ground handling, ramp safety, and aircraft turnaround procedures.
- Analyze passenger flow, baggage handling, and airport capacity management.
- Gain insight into emergency response, contingency planning, and crisis management.
- Develop operational awareness to enhance efficiency, safety, and customer satisfaction.

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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 a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

The Program Flow

Day 1: Introduction to Airport Operations

- Overview of global airport systems and organizational structures.
- Airport categories, functions, and operational stakeholders.
- Airside vs. landside operations — key differences and coordination needs.
- Airport performance indicators and operational priorities.
- Case study: Operational excellence in leading international airports.

Day 2: Airside Operations and Ground Handling

- Airfield layout, taxiway, and runway operations management.
- Apron control, stand allocation, and ramp safety procedures.
- Ground handling services — fueling, catering, and aircraft servicing.
- Aircraft turnaround process optimization and on-time performance OTP.
- Workshop: Designing a safe and efficient aircraft turnaround plan.

Day 3: Terminal and Landside Operations

- Passenger processing systems — check-in, screening, immigration, and boarding.
- Baggage handling systems BHS and flow management.
- Landside operations — transport access, parking, and terminal logistics.
- Passenger experience and service quality management.
- Simulation: Mapping passenger flow to identify bottlenecks and improvements.

Day 4: Safety, Security, and Emergency Management

- ICAO Annex 14 and Safety Management System SMS requirements.
- Airport security operations and regulatory compliance ICAO Annex 17.
- Emergency response and crisis management coordination.
- Incident investigation, reporting, and lessons learned.
- Group exercise: Building an emergency response and communication plan.

Day 5: Airport Performance and Future Readiness

- Airport performance measurement and key operational metrics.
- Resource planning, technology adoption, and digital operations.
- Environmental sustainability and energy efficiency in airport operations.
- Future trends: smart airports, automation, and AI-driven operations.
- Final project: Developing a comprehensive airport operations improvement plan.

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The board is white and black, and the pieces are gold and silver.

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Individual Impact

- Gain a solid foundation in airport operations, systems, and regulations.
- Strengthen analytical and decision-making skills for operational excellence.
- Build confidence in managing daily operations and responding to disruptions.
- Learn to balance safety, efficiency, and passenger experience effectively.
- Position yourself as an airport operations professional ready to advance into leadership roles.

Work Impact

- Improve coordination across airside, terminal, and landside functions.
- Enhance safety compliance and operational readiness.
- Increase on-time performance and service quality metrics.
- Support sustainability and technology-driven improvements.
- Build resilience and reliability across the airport operations framework.

Training Methodology

This program combines technical insight, operational case studies, and applied workshops to ensure both theoretical understanding and hands-on application.

Learning methods include:

- Real-world case studies from major global airports.
- Simulation exercises in airside and terminal operations.
- Group workshops on safety and emergency coordination.
- Practical demonstrations of operational tools and performance frameworks.
- Templates and checklists for professional airport operations planning.

Beyond the Course

Upon completion, participants will be equipped to manage and optimize airport operations across all functional areas with safety, efficiency, and service excellence.

Graduates of this program will emerge as Airport Operations Professionals — capable of integrating systems, teams, and strategies to ensure world-class airport performance.

A graphic of a chessboard with several pawns and a king piece. The king piece is gold and stands prominently on the right side of the board. The pawns are silver and black. The board is white and black checkered.

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