Strategic Airport Operations and Terminal Management Training Course



16 - 20 Nov 2026

LONDON

5900 € (Per Person)

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Course Introduction / Overview:

Modern airports are complex ecosystems, functioning as dynamic cities within cities that demand a sophisticated blend of strategic planning and operational excellence. This course provides a comprehensive framework for mastering the multifaceted challenges of airport and terminal management. It delves into the critical balance between enhancing passenger experience, ensuring stringent safety and security, and maximizing operational efficiency and commercial revenue. Drawing upon industry best practices and forward-thinking concepts, the curriculum is designed to equip participants with the skills to lead in a rapidly evolving aviation landscape. As discussed by leading academic Dr. Richard de Neufville in his seminal work "Airport Systems: Planning, Design, and Management," a holistic understanding of the interconnectedness of airport components is paramount. BIG BEN Training Center has structured this program to move beyond theoretical knowledge, focusing on practical application through real-world case studies and interactive simulations. Participants will explore everything from airside and landside logistics to the integration of smart technologies, preparing them to drive performance, innovation, and sustainability within their organizations.

Target Audience / This training course is suitable for:

- Airport Operations Managers and Supervisors.
- Terminal Duty Managers and Coordinators.
- Airline Station Managers and Ground Staff Supervisors.
- Airport Planners and Commercial Development Managers.
- Aviation Security and Safety Officers.
- Customer Service and Passenger Experience Managers.
- Ground Handling Operations Managers.
- Civil Aviation Authority and Regulatory Personnel.
- Airport Consultants and Project Managers.
- Aspiring professionals seeking a career in airport management.

Target Sectors and Industries:

- Airport Authorities and Operators.
- Commercial Airlines.
- Ground Handling and Service Companies.
- Aviation Consulting Firms.
- Airport Retail and Concessionaire Businesses.
- Aviation Security Service Providers.
- Government agencies, including Civil Aviation Authorities and Transport Ministries.
- Air Cargo and Logistics Companies.
- Airport Engineering and Construction Firms.

Target Organizations Departments:

- Operations Department.
- Terminal Services and Passenger Handling.
- Safety and Compliance Department.
- Security Department.
- Commercial and Business Development.
- Customer Experience and Service Quality.
- Strategic Planning and Development.
- Facilities Management.
- Emergency Response and Crisis Management.
- Information Technology Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the complete airport ecosystem, including airside, landside, and terminal operations.
- Develop strategies to optimize passenger flow, reduce queuing times, and enhance the overall passenger experience.
- Implement international best practices for aviation safety and security in compliance with ICAO and ACI standards.
- Master techniques for effective airport capacity planning and resource allocation.
- Evaluate and improve baggage handling systems for greater efficiency and reliability.
- Formulate strategies for increasing non-aeronautical revenue through commercial and retail development.
- Lead and manage teams effectively during normal operations and crisis situations.
- Integrate sustainable practices and smart technologies into airport strategic planning.
- Conduct comprehensive risk assessments and develop robust emergency response plans.
- Improve collaboration and communication between airport stakeholders, including airlines, ground handlers, and government agencies.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, immersive, and practical, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lectures to foster a dynamic learning environment built on active participation and real-world problem-solving. The course heavily utilizes case studies of leading international airports, allowing participants to analyze successful strategies and learn from operational challenges. Group discussions and collaborative workshops encourage the sharing of diverse perspectives and experiences, enriching the learning process for all. Interactive simulations of airport crisis scenarios, such as security breaches or irregular operations, will challenge participants to make critical decisions under pressure. Practical exercises will cover topics like terminal layout optimization and passenger flow analysis. Throughout the course, our expert instructors facilitate continuous feedback and guide participants in developing actionable plans they can implement upon returning to their organizations, ensuring a tangible return on their training investment.

Course Agenda (Course Units):

Unit One: The Modern Airport Ecosystem

- Introduction to Airport Management and the Global Aviation Industry.
- The Roles and Responsibilities of Airport Operators.
- Understanding Key Stakeholders: Airlines, Ground Handlers, and Government Agencies.
- International Regulatory Frameworks: ICAO, IATA, and ACI.
- Airport Master Planning and Strategic Development.
- Key Performance Indicators (KPIs) for Airport Operations.
- The Economics of Airport Management: Aeronautical vs. Non-Aeronautical Revenue.

Unit Two: Mastering Airside and Landside Operations

- Fundamentals of Airside Management: Runways, Taxiways, and Aprons.
- Ramp Safety and Aircraft Turnaround Management.
- Air Traffic Control (ATC) Coordination and Slot Allocation.
- Ground Handling Services and Service Level Agreements (SLAs).
- Landside Management: Curb-side, Parking, and Ground Transportation.
- Optimizing Roadway Access and Intermodal Connectivity.
- Managing Vehicle Flow and Congestion on the Airport Campus.

Unit Three: Excellence in Terminal Management and Passenger Experience

- Terminal Design Principles for Efficient Passenger Flow.
- Passenger Processing: Check-in, Security Screening, and Boarding Gates.
- Baggage Handling Systems: From Check-in to Reclamation.
- Enhancing the Passenger Journey and Customer Service Excellence.
- Managing Airport Ambiance: Wayfinding, Cleanliness, and Comfort.
- Developing Airport Retail, Dining, and Commercial Spaces.
- Services for Passengers with Reduced Mobility (PRM).

Unit Four: Safety, Security, and Crisis Management

- Implementing an Effective Safety Management System (SMS).
- Airport Security Protocols and Threat Mitigation.
- Access Control, Screening Technologies, and Perimeter Security.
- Human Factors in Aviation Safety and Security.
- Airport Emergency Response Planning (AERP).
- Crisis Communication and Media Management Strategies.
- Business Continuity Planning for Airport Operations.

Unit Five: The Future of Airport Management

- Sustainable Airport Operations and Environmental Management.
- The Role of Technology and Digital Transformation in Airports.
- Implementing Smart Airport Concepts: IoT, AI, and Biometrics.
- Airport Financial Management, Budgeting, and Investment.
- Building Effective Airline-Airport Relations.
- Future Trends in Airport Design and Passenger Expectations.
- Developing a Personal Action Plan for Leadership in Airport Management.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As airports increasingly become commercial hubs, how can managers balance the drive for non-aeronautical revenue with the core mission of ensuring a seamless and secure passenger journey?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic, strategic perspective on airport management that is deeply rooted in operational reality. While many programs focus on singular aspects of airport operations, this training integrates all critical domains—airside, landside, terminal, safety, and commercial—into a unified framework. It moves beyond textbook theory by using a case-study methodology that dissects the complex challenges and innovative solutions of major international airports. Participants do not just learn what to do; they learn how to think strategically to solve problems unique to their own operational environments. A significant differentiator is the forward-looking curriculum, which dedicates substantial focus to the future of aviation, including sustainability, digitalization, and the implementation of smart airport technologies. The program is designed not merely to impart knowledge but to cultivate leadership, critical thinking, and the ability to manage the intricate balance between operational efficiency, passenger satisfaction, regulatory compliance, and commercial success. It prepares leaders to not only manage the airports of today but to build the airports of tomorrow.