# Airport Emergency Response and Recovery Coordination Training Course



15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #AVI2451_217100

## Course Introduction / Overview:

The operational continuity of an airport is a cornerstone of global connectivity and economic stability. Any disruption, whether from a natural disaster, technical failure, or security incident, can have cascading effects far beyond the perimeter fence. This intensive training course is meticulously designed to equip aviation professionals with the critical skills needed for robust airport emergency planning and effective disaster recovery coordination. Drawing upon principles outlined by leading experts in aviation safety and risk management, such as Dr. Arnold Barnett, this program moves beyond theoretical frameworks to provide practical, actionable strategies. Participants will delve into the complexities of creating and implementing an Airport Emergency Plan (AEP) that aligns with international standards. The curriculum, informed by comprehensive texts like "The Global Airline Industry," emphasizes a holistic approach, integrating crisis response with long-term business continuity. At BIG BEN Training Center, we provide a learning environment that fosters strategic thinking and prepares leaders to manage complex emergencies, ensuring a swift return to normal operations while safeguarding passengers, staff, and assets. This course is the definitive guide for professionals committed to achieving operational resilience in the high-stakes airport environment.

## Target Audience / This training course is suitable for:

- Airport Directors and Managers.
- Emergency Response Planners and Coordinators.
- Airport Operations and Airside Managers.
- Aviation Security and Safety Officers.
- Airline Station Managers and Ground Operations Staff.
- Air Traffic Control Supervisors.
- Heads of Airport Fire and Rescue Services.
- Public Safety and Law Enforcement Officials assigned to airports.
- Risk Management and Business Continuity Professionals.
- Representatives from Civil Aviation Authorities.

## Target Sectors and Industries:

- Aviation and Aerospace.
- Air Transportation and Logistics.
- Governmental and Regulatory Bodies.
- Public Safety and Emergency Services.
- National and International Security Agencies.
- Travel and Tourism.
- Supply Chain and Freight Forwarding.

## Target Organizations Departments:

- Operations Management.
- Safety and Security.
- Emergency Planning and Management.
- Risk and Compliance.
- Corporate Communications and Public Relations.
- Facilities and Infrastructure Management.
- Human Resources.
- Information Technology.

## Course Offerings:

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

- Develop and maintain a comprehensive Airport Emergency Plan (AEP) in line with ICAO and national regulations.
- Conduct thorough risk assessments to identify and mitigate potential airport-specific hazards.
- Establish and manage an effective Emergency Operations Center (EOC) during a crisis.
- Coordinate a multi-agency response involving airlines, ground handlers, security, and external emergency services.
- Implement robust communication strategies for internal stakeholders and the public during an emergency.
- Lead post-incident damage assessment and prioritize recovery efforts for critical infrastructure.
- Formulate and execute a business continuity plan to minimize operational downtime.
- Design and evaluate full-scale emergency drills and tabletop exercises to test preparedness.
- Analyze case studies of real-world airport incidents to derive actionable lessons.
- Foster a culture of safety and resilience across all airport departments.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course moves beyond traditional lectures to create a dynamic and interactive learning experience. We utilize a blended approach that includes expert-led presentations, facilitated group discussions, and in-depth analysis of real-world case studies from airports around the globe. A significant portion of the course is dedicated to hands-on, scenario-based learning, including tabletop exercises and simulated crisis management drills that challenge participants to apply their knowledge in realistic situations. These simulations are designed to replicate the pressures of an actual emergency, focusing on decision-making, communication, and inter-agency coordination. Participants will work in teams to develop components of an emergency plan and a disaster recovery strategy, receiving constructive feedback from the instructor and peers. This immersive approach ensures that attendees not only understand the theoretical concepts but also develop the confidence and competence to lead effectively when a real crisis occurs. The emphasis is on building practical skills that can be immediately implemented to enhance their organization's resilience.

## Course Agenda (Course Units):

### Unit One: Foundations of Airport Emergency Management

- Introduction to Airport Emergency Planning (AEP).
- International and National Regulatory Frameworks (ICAO Annex 14, FAA Part 139).
- The Role of the Airport in a Regional Emergency System.
- Comprehensive Risk Assessment and Hazard Identification.
- Understanding the Four Phases of Emergency Management.
- Key Principles of Incident Command System (ICS) for Airports.
- Stakeholder Identification and Engagement in Planning.

### Unit Two: Developing the Airport Emergency Plan (AEP)

- Core Components and Structure of a Modern AEP.
- Defining Roles, Responsibilities, and Chains of Command.
- Establishing and Equipping the Emergency Operations Center (EOC).
- Developing Standard Operating Procedures (SOPs) for Specific Threats.
- Alert and Notification Systems for Staff and the Public.
- Resource Management and Logistics Planning.
- Integration of Airline and Tenant Emergency Plans.

### Unit Three: Crisis Response and Incident Coordination

- Activating the Airport Emergency Plan and EOC.
- Managing Aircraft Incidents and Accidents.
- Response Protocols for Security Threats and Unlawful Interference.
- Handling Mass Casualty Incidents (MCI) and Triage.
- Effective Crisis Communications and Media Management.
- Coordination with External Agencies (Police, Fire, Medical, Government).
- Psychological First Aid and Human Factors in a Crisis.

## Unit Four: Disaster Recovery and Business Continuity

- Transitioning from Response to Recovery Operations.
- Conducting Rapid Damage and Needs Assessments.
- Prioritizing the Restoration of Critical Airport Systems and Infrastructure.
- Developing a Phased Airport Reopening Strategy.
- Managing Financial and Insurance Implications of a Disaster.
- Supply Chain Resilience and Logistics in Recovery.
- Long-Term Reputation Management and Stakeholder Communication.

## Unit Five: Testing, Training, and Continuous Improvement

- Designing and Conducting Effective Drills and Exercises.
- Types of Exercises: Tabletop, Functional, and Full-Scale.
- Evaluating Exercise Performance and Identifying Gaps.
- Developing and Implementing a Corrective Action Program.
- Leveraging Technology in Emergency Management and Recovery.
- Planning for Emerging Threats: Pandemics, Cybersecurity, and Climate Change.
- Cultivating a Proactive Culture of Safety and Preparedness.

# 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:

Beyond regulatory compliance, what is the single most critical human factor that determines the success or failure of an airport's emergency response, and how can it be systematically cultivated?

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

This course distinguishes itself by offering a holistic and integrated perspective that seamlessly connects emergency planning, crisis response, and long-term disaster recovery. While many programs focus on one aspect, we emphasize that true operational resilience is achieved only when these elements are developed in concert. Our curriculum moves beyond mere compliance with regulations to instill a deep strategic understanding of risk and consequence management. A key differentiator is our intensive focus on multi-agency coordination, using complex, realistic simulations that replicate the friction and communication challenges of a real-world event. Participants are not just taught theory; they are immersed in decision-making scenarios that build critical thinking and leadership skills under pressure. Furthermore, the course content is continuously updated to reflect lessons learned from the most recent global aviation incidents, ensuring the strategies and case studies are current and highly relevant. We explore not only traditional threats but also emerging challenges like cybersecurity and pandemic response, preparing leaders for the future of airport management. The academic rigor combined with practical, hands-on application provides a uniquely comprehensive learning experience that empowers professionals to build a truly robust and resilient airport operation.