Business Aviation and FBO Operations Management Training Course



19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #AVI8890_79933

Course Introduction / Overview:

The business aviation sector represents a pinnacle of efficiency, privacy, and operational complexity, demanding a unique blend of management acumen and technical expertise. This course provides a comprehensive A-to-Z exploration of both business aviation management and Fixed-Base Operator (FBO) operational excellence. It is meticulously designed to bridge the gap between strategic oversight and on-the-ground execution, covering everything from flight department management to the intricacies of FBO services. As noted by aviation management expert John J. Sheehan in his foundational text "Business and Corporate Aviation Management," success in this industry hinges on a deep understanding of safety, customer service, and financial viability. This program, offered by BIG BEN Training Center, delves into these core pillars, examining regulatory frameworks like FAA and EASA standards, the implementation of Safety Management Systems (SMS), and the adoption of IS-BAH protocols. Participants will gain actionable insights into managing ground handling, VIP passenger services, aviation fuel logistics, and developing robust business strategies to thrive in the competitive private aviation landscape. The curriculum is structured to empower professionals with the skills needed to enhance safety, optimize efficiency, and elevate the client experience in all facets of business aviation.

Target Audience / This training course is suitable for:

- FBO General Managers and Operations Directors.
- Corporate Flight Department Managers.
- Aspiring Aviation Professionals and Recent Graduates.
- Aircraft Charter Sales and Brokerage Professionals.
- Ground Handling Supervisors and Line Service Managers.
- Aviation Safety and Compliance Officers.
- Corporate Pilots and Flight Operations Coordinators.
- Private Jet Owners and Aircraft Management Staff.
- Customer Service and Passenger Handling Team Leaders.
- Aviation Finance and Administration Personnel.

Target Sectors and Industries:

- Business and Corporate Aviation.
- Aircraft Management and Charter Companies.
- Fixed-Base Operators (FBOs) and Ground Handling Agents.
- Aerospace and Aircraft Manufacturing.
- Private and VIP Airport Terminals.
- Aviation Fuel Supply and Distribution.
- Maintenance, Repair, and Overhaul (MRO) Organizations.
- Government, Diplomatic, and Military Aviation Units.
- Aviation Consulting and Financial Services.
- Luxury Hospitality and Travel Management.

Target Organizations Departments:

- Flight Operations.
- Ground Operations and Services.
- Safety, Quality, and Compliance.
- Customer Relations and Client Services.
- Sales, Marketing, and Business Development.
- Finance and Administration.
- Human Resources and Training.
- Maintenance and Engineering.
- Security and Emergency Response.
- Strategic Planning and Management.

Course Offerings:

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

- Develop a comprehensive business plan for an FBO or corporate flight department.
- Implement and audit a Safety Management System (SMS) based on ICAO and IS-BAH standards.
- Master the financial aspects of FBO management, including budgeting, pricing, and revenue optimization.
- Enhance VIP passenger handling protocols to deliver world-class customer service.
- Manage ground support equipment (GSE) and line service operations for maximum efficiency and safety.
- Navigate complex international aviation regulations and ensure full compliance.
- Create effective marketing and sales strategies to attract and retain high-value clients.
- Analyze and manage aviation fuel logistics, procurement, and quality control.
- Lead and motivate aviation teams to foster a culture of safety and operational excellence.
- Evaluate and integrate new technologies and sustainable practices into aviation operations.

Course Methodology:

The training methodology for this course is designed to be immersive, interactive, and directly applicable to the professional challenges faced in business aviation and FBO operations. BIG BEN Training Center believes in a learning-by-doing approach, moving beyond theoretical lectures to foster deep, practical understanding. The program is built around a series of real-world case studies drawn from actual FBO and flight department scenarios, allowing participants to analyze problems, devise solutions, and debate outcomes in a collaborative environment. Interactive sessions, group workshops, and role-playing exercises will be used extensively to simulate decision-making processes related to customer service, safety incidents, and financial planning. Participants will benefit from peer-to-peer learning, sharing experiences and best practices from diverse operational backgrounds. Expert facilitators will guide discussions, provide personalized feedback, and ensure that the content is not only understood but can be confidently applied in the workplace. This dynamic and engaging methodology ensures that participants leave with tangible skills and a strategic mindset ready to drive operational excellence.

Course Agenda (Course Units):

Unit One: Foundations of the Business Aviation Ecosystem

- The Global Business Aviation Landscape and Market Dynamics.
- Understanding the Role and Function of a Fixed-Base Operator (FBO).
- Key Stakeholders in Private Aviation (Aircraft Owners, Operators, MROs).
- Introduction to Corporate Flight Department Management.
- Core Regulatory Frameworks (FAA Part 91, Part 135, EASA).
- The Economics of Business Aviation and FBOs.
- Aircraft Types and Mission Profiles in Corporate Aviation.

Unit Two: Mastering FBO Ground and Passenger Services

- Best Practices in Line Service and Aircraft Marshalling.
- Aviation Fuel Management, Quality Control, and Into-Plane Fueling.
- Ground Support Equipment (GSE) Management and Maintenance.
- Delivering Exceptional VIP and VVIP Passenger Handling Services.
- Concierge Services and Ancillary Revenue Streams.
- Managing Hangarage and Aircraft Parking Logistics.
- Coordinating with Third-Party Vendors and Service Providers.

Unit Three: Safety, Security, and Regulatory Compliance

- Implementing a Proactive Safety Management System (SMS).
- Introduction to the International Standard for Business Aircraft Handling (IS-BAH).
- Aviation Security Protocols for FBOs and Private Terminals.
- Emergency Response Planning (ERP) and Crisis Management.
- Conducting Safety Audits and Risk Assessments.
- Human Factors in Aviation Ground Operations.
- Environmental Compliance and Sustainable Aviation Practices.

Unit Four: Strategic Management and Financial Acumen

- Developing a Strategic Business Plan for an FBO.
- Financial Management, Budgeting, and P&L Analysis.
- Pricing Strategies for Fuel, Hangarage, and Ground Services.
- Marketing and Brand Building in the Luxury Aviation Market.
- Sales Techniques for Charter, Management, and FBO Services.
- Customer Relationship Management (CRM) for High-Net-Worth Clients.
- Performance Metrics and Key Performance Indicators (KPIs) for Operations.

Unit Five: Leadership, Innovation, and Future Trends

- Leadership and Team Management in a High-Stakes Aviation Environment.
- Fostering a Positive Safety and Service Culture.
- The Impact of Technology on FBO and Flight Operations.
- Introduction to Sustainable Aviation Fuel (SAF) and its Operational Impact.
- The Future of Business Aviation (Advanced Air Mobility, Supersonic Travel).
- Negotiation Skills for Contracts and Service Level Agreements.
- Career Development and Professional Growth in Business Aviation.

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 sustainable aviation fuel (SAF) becomes more prevalent, how must FBOs strategically adapt their infrastructure, pricing models, and marketing to lead this transition rather than merely react to it?

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

This course distinguishes itself by offering a holistic, dual-perspective curriculum that integrates the worlds of business aviation management and FBO operational excellence. Unlike narrowly focused programs, it provides a 360-degree view of the industry, equipping participants with the unique ability to understand the needs and challenges from both the service provider (FBO) and the client (flight department) standpoint. This comprehensive approach fosters a deeper strategic understanding, enabling graduates to create synergistic relationships and drive value across the entire service chain. The curriculum moves beyond standard operational procedures to emphasize strategic management, financial acumen, and leadership, preparing participants not just to manage but to lead and innovate. Furthermore, the course is forward-looking, dedicating significant attention to emerging trends such as sustainability with SAF, the integration of new technologies, and the future of air mobility. By blending rigorous academic principles with practical, case-study-based learning, the program ensures that participants gain sophisticated, actionable insights that are immediately applicable to enhancing safety, service, and profitability in the dynamic world of business aviation.