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# Airport Operations Training Course: Airside, Terminal and Landside at Intermediate Level

22 – 26 August 2027
Amman (Jordan)

**Airport Operations Training Course: Airside, Terminal and Landside at Intermediate Level**

**Ref:** 30_361600 **Date:** 22 – 26 August 2027 **Location:** Amman (Jordan) **Fees:** 4900 GBP

## Introduction:

Airport operations management is the day-to-day coordination of everything that keeps an airport running safely and on time, from runways and aircraft stands to passenger terminals, car parks and access roads, within the rules of ICAO Annex 14, the international standard for aerodrome design and operation. This 1-week course is for operations officers, airside and terminal staff, ground handling and safety professionals and the managers who lead them, and its final deliverable is an airport operations readiness plan. It is taught at intermediate practitioner level through timed simulations of disruptions and emergencies, supported by multi-airport case studies.

## Course Objectives:

- Define the airside, terminal and landside zones, their stakeholders and the certification duties set by ICAO Annex 14
- Distinguish runway inspection findings that need closure from those that need monitoring, and apply apron and wildlife controls
- Interpret passenger flow and baggage performance data to select responses to terminal congestion and system failures
- Compare short-stay and long-stay parking, kerbside and access road options, and select diversion plans for landside disruption
- Distinguish safety controls under a Safety Management System from security measures, and apply both in hazard and threat assessment
- Apply an airport emergency plan in a timed simulation and justify the improvements recorded in a readiness plan

## Target Audience:

- Operations control staff and duty managers who run the airport shift by shift, deciding when a disruption needs escalation
- Airside safety and movement area staff who inspect runways, taxiways and stands, judging when a surface must close
- Terminal operations staff who manage passenger processing and baggage, choosing how to rebalance resources at peaks
- Ground handling coordinators who plan turnarounds and stand use, deciding how to recover a delayed departure
- Safety, security and emergency planning staff who maintain hazard registers and response plans, judging which risks need new controls
- Landside and facilities staff who oversee car parks, forecourts and access roads, deciding how to redirect traffic during incidents

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## Course Outline:

### Day 1: Foundations: Airport Systems, Stakeholders and the Compliance Landscape

- Airport Operating System Map: Airside, Terminal and Landside Zones and Their Interfaces
- Stakeholder Network Analysis: Airlines, Handlers, Control Agencies and Concession Operators
- ICAO Standards vs National Regulations: How International Rules Become Local Requirements
- ICAO Annex 14 Aerodrome Certification: Aerodrome Manual Content and Compliance Audits
- RACI Responsibility Matrix: Duty Manager, Airside Officer and Terminal Supervisor Accountabilities

### Day 2: Airside Operations: Movement Area Control, Ground Handling and Hazard Management

- Runway vs Taxiway Inspections: Surface Condition, Foreign Object Debris and Lighting Checks
- Apron Coordination: Stand Allocation Planning, Pushback Sequencing and Airside Vehicle Rules
- Turnaround Ground Handling: Critical Path, Service Timings and Handler Service Level Terms
- Wildlife Hazard Management Plan: Habitat Control, Dispersal Methods and Strike Reporting
- Air Traffic Control Coordination: Letters of Agreement, Low Visibility and Runway Closures

### Day 3: Terminal Operations: Passenger Flow, Baggage Systems and Commercial Services

- Passenger Flow Modelling: Peak Hour Demand, Queue Times and Congestion Hotspots
- Centralised vs Decentralised Check-In: Common-Use Counters, Self-Service Kiosks and Bag Drop
- Baggage Handling System Performance: Sortation, Mishandling Rates and Fallback Manual Procedures
- Hold Baggage vs Passenger Screening: Checkpoint Layout, Throughput and Escalation Steps
- Concessions and Passenger Services: Dwell Time, Retail Mix and Reduced Mobility Assistance

### Day 4: Landside Operations: Ground Access, Parking, Wayfinding and Kerbside Traffic

- Ground Transport Modes: Rail Links, Buses, Taxis and Ride-Hailing Pick-Up Zones
- Short-Stay vs Long-Stay Parking: Capacity Planning, Pricing Logic and Occupancy Data
- Wayfinding and Signage Design: Sign Hierarchy, Digital Displays and Accessible Guidance
- Kerbside Management: Forecourt Dwell Limits, Enforcement and Drop-Off Lane Allocation
- Access Road Traffic Flow: Junction Capacity, Incident Diversion and Landside Disruption Plans

### Day 5: Simulation: Safety, Security and Emergency Response Across the Airport

- ICAO Annex 19 Safety Management System: Hazard Register, Risk Matrix and Safety Assurance
- Annex 17 Security Measures vs Safety Controls: Threat Assessment and Access Control Zones
- Airport Emergency Plan Activation: Command Structure, Agency Roles and Grid Map Use
- Emergency Drill Simulation: Aircraft Accident Scenario Run Across Airside, Terminal and Landside
- Airport Operations Readiness Plan: Crisis Communication Protocol, Drill Findings and Improvement Actions

## Skills You Will Gain:

- Aerodrome Certification Compliance
- Movement Area Inspection
- Turnaround Coordination
- Passenger Flow Analysis
- Baggage System Recovery
- Landside Traffic Management
- Safety Risk Assessment
- Emergency Plan Activation

## Why Attend This Course:

- From reacting to each disruption alone to coordinating airside, terminal and landside teams through one operating picture
- From reading inspection and screening results as isolated checks to linking them to certification and safety duties
- From handling queues and kerbside congestion by instinct to using flow data, capacity limits and set escalation steps
- From an emergency plan that sits on a shelf to an airport operations readiness plan tested in a timed simulation

## Conclusion:

Running an airport well means keeping aircraft, passengers, bags and vehicles moving through linked zones while every safety and security duty is met. The course makes three distinctions clear: runway and taxiway checks against apron coordination, safety controls against security measures, and routine disruption handling against full emergency plan activation. It suits operations officers, airside and terminal staff and duty managers who already work at an airport and now need a joined-up, practitioner view of operations across the whole site rather than one area or the strategic planning layer.

## Frequently Asked Questions FAQ:

### What should a delegate know before an airport operations management course?

Delegates need working experience at an airport or with an airline or ground handler, and a basic grasp of airside rules and terminal processes. No prior study of ICAO Annex 14 or a Safety Management System is assumed; both are explained from the operational point of view.

## How does an airport operations management course differ from an apron course or a strategic airport course?

An apron course covers only stands and ground movement, and a strategic course covers business planning and finance. This course works at practitioner level across airside, terminal and landside, and links daily operations to safety, security and emergency duties.

## What is the difference between airside and landside in airport operations management?

Airside is the controlled area beyond security screening, including runways, taxiways and aprons, where aircraft move. Landside is the publicly accessible area, such as access roads, car parks, forecourts and the public side of the terminal. Each has its own access rules, hazards and operating teams.

## What does a delegate take back to work from airport operations management training?

Delegates take back an airport operations readiness plan: a crisis communication protocol, findings from the emergency drill simulation and a list of improvement actions across airside, terminal and landside, ready to review with their own operations and safety teams.