



AV021-3D: Introduction to Aviation and Airport Business

Training Description:

Introduction to Aviation and Airport Business course will give the participants an inclusive overview about all vital areas of aviation and airport business. By focusing on the airport as a key element in the value chain – aviation – participants will acquire a wider perceptive about the interrelations between the partners involved in making air transport more efficient, economic and safe. The course gives a spotlight view on the fundamental elements of airport infrastructure, operations and management, airlines operations, and global aviation trends and challenges.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the significance of aviation and airport
- ✓ Understand the regulatory framework of aviation and airports
- ✓ Explain the dynamic nature of the aviation industry
- ✓ Discuss the challenges and concerns of stakeholders in aviation
- ✓ Analyze the strengths and limitations of the aviation industry
- ✓ How an airline operates
- ✓ How airports run as business
- ✓ How an airport operates including structures, planning, sales and services
- ✓ Discuss the interaction among the core aviation stakeholder

Training Designed for:

This course is designed for Airport and Airline managers, Airport Marketing, Commercial, Strategy, Quality Management, Operations, Customer Service departments and Aviation industry consultants and analysts.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Regulations and Air Law
- ❖ Airport Manual
- ❖ Airports Categories and Certification, and physical characteristics
- ❖ Airport operations and business management

DAY TWO:

- ❖ Airline operator’s certificate
- ❖ Airlines operations
- ❖ Airline business management

- ❖ Safety Management Systems (SMS)
- ❖ Total Quality Management (TQM)

DAY THREE:

- ❖ A-CDM
- ❖ Aviation global trends and challenges. (Block chain, UAS, Open Skies)
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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