Tel No:+97126654546 | Fax No:+97126654182 | Email: training@cmc-me.com | www.cmc-me.com



AV052:
Airport Operations (Advanced)

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Training Description:

Airport Operations (Advanced) course is designed to equip the participants with key knowledge and tools necessary to proactively address the essential operational and business needs of 21st century airports with focus on Operational and Management Research, Forecasting, Airport Risk Management, and Business Process Understanding.

Training Objectives:

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

- ✓ Understand the market, competitive, and business organizational challenges faced by airports
- ✓ Know the importance of driving all aspects of airport planning, operations, marketing and capital development from the foundation of a sound strategic plan
- ✓ Understand how an effective air service development program will contribute to growth and enhanced services to passengers and cargo operators
- ✓ Be able to review the structure and level of aeronautical fees to determine if they are consistent with ICAO recommended practices, adjusted for local conditions in order to optimize airline revenue outcomes and manage related service levels
- ✓ Understand how to effectively plan for concession and other non-aeronautical revenue programs to deliver optimal revenues
- ✓ Understand how to effectively integrate Safety Management Systems and Quality Management Systems into the daily operations

Training Designed for:

This course is designed for Airport General Manager, Executive, Finance, Commercial, Development Director and staff including Airport Consultants. This course will also be beneficial to Airlines and other Business Partners including Cargo and Airport Service Providers, Concession Managers, etc.

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
- ❖ Introduction
- ❖ Airport Stakeholders
- ❖ Airport Regulations
- ❖ Airport Operations' Scope and Components

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DAY TWO:

- Airports Safety Management Systems
- Risk Management
- Emergency Response Planning
- Airport Security
- Airport Environmental Issues

DAY THREE:

- Total Quality Management
- Audits and Checklists
- Benchmarking Concept
- Airports Operations Benchmarking
- Service Performance Indicators (SPIs)
- Air Service Development to Maximize Service

DAY FOUR:

- Aeronautical & Non-Aeronautical Revenues
- Managing Aeronautical Revenues
- Effective Management of Full-Service, Low-Cost Carriers (LCC), and Premium Airline Operations
- Managing the Capital and Operational Programmes Through Airport Investment Life Cycle
- Integrating Business and People-Management Elements into An Overall Strategy
- Airports Business Challenges

DAY FIVE:

- Strategic Planning for Airports, The Importance of Strategic Planning and Action
- Using Level of Service to Guide Facility and Operational Planning
- Airports Challenges
- 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 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 Certificate(s):

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

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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