

Professional Certificate Course

Course Name **Airport Management**

Delivery **Onsite / Classroom** 5 days (8 hours per day)

About the Course

Airport Management is an introduction to the airport business, its infrastructure, operations and the relevant framework. It provides an overview on most aspects relevant to the management, operations and development of airports, incl. airport business models, capacity, passenger management, safety & security as well as basic organizational aspects. Recent challenges and trends of the business are incorporated in all parts of the course to give a comprehensive outlook into the future of airports.

The content of this interactive classroom includes: Introduction to airports; Airport ownership, organization & stakeholders; Airport development and capacity; Regulatory framework; Airside management & operations; Safety management; Airport security; Terminal processes & operations; Resource management; Passenger experience & service quality; Crisis & contingency management; Non-aviation business; Future airport trends

Learning Objectives

Upon completion of this course, participants will have:

- A comprehensive overview of the airport business, its infrastructure and functions, operations and the relevant framework
- Learned how an international airport is functioning and organized with all the various stakeholders involved
- Acquired a sound understanding on best practices, challenges and trends of the airport business

Target Audience

- Airport managers and employees who are either new to the industry or who are seeking to get an updated overview on the various aspects of the airport business.

Course Rates (Euro)

Onsite / Classroom		
ACI Africa Member	ACI Member	Non-Member
1000	1500	2000

For more information or clarification, please contact ACI Africa at aci-africa@aci-africa.aero