



Terminal and Landside Operations

Professional Certificate Course

Delivery: classroom

Duration: 5 days

This course will provide participants with the knowledge on how to optimize airport terminal and landside operations and provide a positive passenger experience in harmony with security requirements and revenue generating activities.

Learning objectives

Upon completing this course, participants will be able to:

- Understand the complex service delivery chain within airports where various agencies and companies work together to provide services and amenities utilized by customers
- Describe the tools used by airport operators working in collaboration with the entire airport community to improve customer experience
- Describe terminal design categories and the advantages and disadvantages of each
- Understand the impact of Airport Concessions on customer experiences, customer satisfaction, terminal design and airport profitability
- Describe the ways in which technology enables Common Use and Self-Service options and the benefits of each for the Customer and for the Airport
- Describe the landside facilities found at an airport and the various operational activities
- Understand the handling of baggage and cargo at airports including the different types of baggage, baggage fees and the impact of baggage on passenger choices and facilitation
- Describe the major components of the air cargo industry including the members of the air cargo community and the functions of the air cargo terminal
- Describe key aviation organisations that have regulatory authority over civil aviation and/or serve as forums for cooperation and setting standards for the international civil aviation community
- Understand the importance of the International Civil Aviation Organisation (ICAO) and its role in international civil aviation; reference to Annex 9 (Facilitation) and Annex 17 (Security)

Target audience

- Airport Operations Managers and staff
- Airport Customer Service and Quality Assurance Managers and staff
- Airport Marketing and Commercial Managers and staff
- Front line staff (Operations and Administration)



Course content

- Facilitation and Customer experience
- Airport Security (Annex 17)
- Facilitation (Annex 9)
- Airport terminal, configuration and planning
- Key Performance Indicators (KPI)
- Airport Community involvement and managing stakeholders