



Professional Certificate Course

Course Name Terminal planning, facilitation and capacity optimization

Delivery *Virtual Class / Online* 5 days (3 hours per day)
Onsite / Classroom 5 days (8 hours per day)

About the Course

Airport terminals are complex buildings with various functions and many stakeholders involved. They need to be flexible enough to be adapted to changing regulations, customer needs and capacity requirements over a lifespan of many decades. This course will provide an overview of the terminal functions needed for its operation, the facilitation of passengers and also to generate revenue. A focus will be the requirements of the various stakeholders as well as on the optimization of terminal capacities and resources to operate terminals in an efficient way. The pandemic lead and will continue to lead to changing requirements for terminal capacities and facilities (e.g. health checks) which will also be addressed in this course.

Learning Objectives

Upon completion of this course, participants will:

- Have an overview of the terminal functions needed for its operation, the facilitation of passengers and also to generate revenue
- Learn how to integrate the various stakeholder requirements
- Learn how to plan and optimize the needed capacities and resources of terminals
- Learn how to improve passenger facilitation
- Know the best practices, available technologies, future trends and practical applications

Target Audience

- Airport managers responsible for airport planning, terminal management, airport operations, facilitation, capacity and resource planning
- Employees responsible for airport planning, terminal management, airport operations, facilitation, capacity and resource planning etc.

Course Rates (Euro)

| Virtual Class / Online | | | Onsite / Classroom | | |
|------------------------|------------|------------|--------------------|------------|------------|
| ACI Africa Member | ACI Member | Non-Member | ACI Africa Member | ACI Member | Non-Member |
| 500 | 750 | 1000 | 1000 | 1500 | 2000 |

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