

Airport Operations Diploma Programme

Training the next generation of airport professionals



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The Airport Operations Diploma Programme provides participants with a broad understanding of airside operations, terminal and landside operations and business operations in order to empower them with the knowledge to successfully address the operational and business needs of 21st century airports.

Who should enrol?

- Current staff who would like to further improve their knowledge of overall airport operations and the complex relationships at play in delivering world class customer service
- New or future employees responsible for airside, terminal and landside operations who require a sound understanding of the airport's multifaceted activities
- World Business Partners seeking a global understanding of the airport business

Programme structure and course content

The Airport Operations Diploma Programme consists of three self-paced online courses:

- Airside Operations
- Terminal and Landside Operations
- Airport Business Operations

To obtain the ACI Airport Operations Diploma candidates must successfully complete all three courses within a three-year time frame.

Candidates who choose to only complete individual courses will obtain a stand-alone certificate for the course.



<p>Airside Operations</p> <p>Course content</p>	<p>This online course provides participants with a broad understanding of airside operations at an airport. Participants will develop an understanding of the various components of airside operations and how these components interact with each other to form an operational system.</p> <p>Module 1 - Airside Infrastructure, Facilities and People Module 2 - Safety Management Module 3 - Airside Operations Module 4 - Emergency Management Module 5 - Airside Security Module 6 - Airside Operations and the Environment Module 7 - Industry Safety Performance Indicators</p>
<p>Terminal and Landside Operations</p> <p>Course content</p>	<p>This online course teaches participants how to optimize airport terminal and landside operations to provide a positive passenger experience in harmony with security requirements and revenue generation activities.</p> <p>Module 1 - Customer Experience Management Module 2 - Airport Passenger Terminals Module 3 - Landside Operations Module 4 - Baggage and Cargo Module 5 - International Perspective and Regulations</p>
<p>Airport Business Operations</p> <p>Course content</p>	<p>This online course provides participants with an understanding of airport business operations including economic and regulatory principles, how airports are organized and the process of strategic, master and operations planning.</p> <p>Module 1 - A Complex and Dynamic Business Module 2 - Airport Economics Module 3 - Regulatory Framework Module 4 - Airport Organization Module 5 - Airport Strategic Planning Module 6 - Airport Master Planning Module 7 - Airport Operations Planning</p>



To register for the Airport Operations Diploma Programme please visit www.olc.aero or contact enrolments@olc.aero

For additional information on ACI Global Training, please visit www.aci.aero/training or contact training@aci.aero

