

Advanced Airport Operations

Course Aim

The course is to provide participants with the knowledge, skills, and professional attitude required to support landside and airside airport operations, including interrelationships, while ensuring compliance for safety, security, and customer service in accordance with applicable standards and recommended practices

Who should attend

- Airport Managers, Duty Managers and Supervisors
- Legal Advisers
- Communications and Public Relations Managers
- Ground Handling Managers and Service Providers

Entry Requirements

- Minimum age: 21 years
- Background in Airport operations, ground handling, communication and public relations
- Ability to communicate effectively in English

Course Content

- i. Overview of Regulatory Framework
- ii. Airport and Terminal Operations Management
- iii. Airport planning and designing
- iv. Airport Wildlife Hazard Management
- v. Emergency Planning and Crisis Management
- vi. Airport Safety Management
- vii. Global reporting format for runway surface conditions
- viii. Community, Press and Public relations
- ix. Airport Collaborative Decision Making
- x. Environmental Sustainability
- xi. Service Standards – Key Performance Indicators
- xii. Customer Service
- xiii. Presentation

Course Duration

2 Weeks

Course fee

- Tanzanians: TZS 1,800,000
- Non-Tanzanians: USD 1800