Airport Duty Manager Development Training Course

Professional Development Training Course Outline

Category	Aviation and Airport Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Airport Duty Manager Development Training Course is designed to equip aviation professionals with the strategic leadership, operational excellence, crisis management, aviation safety, airport security, customer experience, regulatory compliance, risk management, and decision-making skills required to supervise modern airport operations. As airports continue to adopt digital transformation, smart airport technologies, data-driven operations, sustainability initiatives, and enhanced passenger services, Airport Duty Managers play an increasingly critical role in maintaining seamless coordination across departments while ensuring operational continuity, safety, and exceptional service delivery.

This highly practical training combines global aviation best practices, ICAO standards, IATA operational guidelines, airport emergency planning, stakeholder coordination, aviation leadership, operational resilience, human factors management, performance optimization, airport collaborative decision-making (A-CDM), and customer-centric service excellence. Participants will develop the competencies required to manage day-to-day airport activities, lead multidisciplinary teams, coordinate emergencies, oversee terminal operations, optimize resource utilization, enhance passenger satisfaction, and ensure compliance with international aviation standards through real-world simulations and international case studies.

Programme Curriculum

Airport Duty Manager Development Training Course

Introduction

Airport Duty Manager Development Training Course is designed to equip aviation professionals with the strategic leadership, operational excellence, crisis management, aviation safety, airport security, customer experience, regulatory compliance, risk management, and decision-making skills required to supervise modern airport operations. As airports continue to adopt digital transformation, smart airport technologies, data-driven

operations, sustainability initiatives, and enhanced passenger services, Airport Duty Managers play an increasingly critical role in maintaining seamless coordination across departments while ensuring operational continuity, safety, and exceptional service delivery.

This highly practical training combines global aviation best practices, ICAO standards, IATA operational guidelines, airport emergency planning, stakeholder coordination, aviation leadership, operational resilience, human factors management, performance optimization, airport collaborative decision-making (A-CDM), and customer-centric service excellence. Participants will develop the competencies required to manage day-to-day airport activities, lead multidisciplinary teams, coordinate emergencies, oversee terminal operations, optimize resource utilization, enhance passenger satisfaction, and ensure compliance with international aviation standards through real-world simulations and international case studies.

Course Objectives

By the end of this course participants will be able to:

1. Strengthen Airport Duty Management leadership and operational excellence.
2. Apply ICAO and IATA operational standards effectively.
3. Improve airport safety management and risk mitigation.
4. Lead airport emergency response and crisis management initiatives.
5. Enhance airport security coordination and compliance.
6. Optimize terminal operations and passenger flow management.
7. Implement customer experience excellence strategies.
8. Improve stakeholder communication and collaborative decision-making.
9. Utilize digital airport technologies and operational analytics.
10. Strengthen operational resilience and business continuity planning.
11. Develop workforce leadership and performance management skills.
12. Manage operational disruptions using strategic decision-making.
13. Build sustainable airport operational excellence frameworks.

Organizational Benefits

- Improved airport operational efficiency.
- Enhanced passenger satisfaction and service quality.
- Reduced operational risks and disruptions.
- Stronger compliance with ICAO and IATA standards.
- Faster emergency response capabilities.
- Improved interdepartmental coordination.
- Increased workforce productivity.
- Better utilization of airport resources.
- Enhanced aviation safety culture.
- Improved organizational resilience and operational continuity.

Target Audience

1. Airport Duty Managers
2. Airport Operations Managers

3. Terminal Managers
4. Airport Supervisors
5. Airline Operations Managers
6. Aviation Safety Officers
7. Airport Security Managers
8. Civil Aviation Professionals

Course Duration: 5 days

Course Modules

Module 1: Role of the Airport Duty Manager

- Responsibilities of Airport Duty Managers
- Airport organizational structures
- Leadership responsibilities during operations
- Operational coordination across departments
- Professional ethics and accountability
- Global Case Study: Singapore Changi Airport Duty Management Model

Module 2: Airport Operations Management

- Daily airport operational planning
- Terminal operations coordination
- Airside and landside management
- Resource allocation strategies
- Operational performance monitoring
- Global Case Study: Heathrow Airport Operational Coordination

Module 3: Aviation Safety and Regulatory Compliance

- ICAO Standards and Recommended Practices
- IATA operational requirements
- Safety Management Systems (SMS)
- Compliance monitoring techniques
- Aviation risk assessments
- Global Case Study: Amsterdam Schiphol Airport Safety Program

Module 4: Airport Security Management

- Airport security frameworks
- Security threat identification
- Access control management

- Security incident coordination
- Aviation security regulations
- Global Case Study: Ben Gurion International Airport Security Operations

Module 5: Crisis Management and Emergency Response

- Airport emergency planning
- Incident command systems
- Business continuity planning
- Disaster recovery coordination
- Communication during emergencies
- Global Case Study: Dubai International Airport Emergency Response

Module 6: Passenger Experience and Customer Service Excellence

- Passenger journey optimization
- Complaint handling strategies
- Service quality management
- Accessibility and inclusivity
- Customer satisfaction measurement
- Global Case Study: Hamad International Airport Customer Experience

Module 7: Leadership and Operational Decision Making

- Strategic leadership techniques
- Team motivation and coaching
- Conflict resolution
- Operational decision-making tools
- Performance management
- Global Case Study: Hong Kong International Airport Leadership Practices

Module 8: Digital Airport Operations and Future Trends

- Smart airport technologies
- Airport Collaborative Decision Making (A-CDM)
- Artificial intelligence in airport operations
- Airport operational analytics
- Sustainable airport management
- Global Case Study: Incheon International Airport Smart Airport Initiative

Training Methodology

- Instructor-led presentations
- Interactive classroom discussions
- Practical airport operation simulations
- International aviation case study analysis
- Emergency response simulation exercises
- Group workshops and collaborative learning
- Leadership development activities
- Role-playing operational scenarios
- Performance assessment exercises
- Action planning and continuous improvement sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com