Passenger Self-Service Technologies 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

Passenger Self-Service Technologies are transforming the aviation industry through digital innovation, automation, biometric identity management, artificial intelligence, cloud computing, mobile applications, and contactless passenger processing. Airports and airlines are increasingly deploying self-service solutions to improve passenger experience, operational efficiency, security compliance, and cost optimization while supporting seamless end-to-end travel. From self-check-in kiosks and self-bag drop systems to biometric boarding gates and mobile travel applications, these technologies enable faster processing, reduced queues, improved accuracy, and enhanced customer satisfaction. As global passenger volumes continue to rise, implementing scalable self-service ecosystems has become a strategic priority for modern airports.

Passenger Self-Service Technologies Training Course equips participants with practical knowledge of emerging airport technologies, digital transformation strategies, cybersecurity considerations, passenger journey optimization, regulatory compliance, and smart airport innovations. Participants will gain expertise in planning, implementing, managing, monitoring, and continuously improving self-service technologies using global best practices, data-driven decision-making, and customer-centric approaches that support operational excellence, resilience, sustainability, and future-ready airport operations.

Programme Curriculum

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Course Objectives

Upon completion of this course, participants will be able to:

1. Understand modern passenger self-service technology ecosystems.
2. Implement digital passenger processing solutions.
3. Optimize passenger journey using automation technologies.
4. Integrate biometric identity verification systems.
5. Enhance airport operational efficiency through smart technologies.
6. Improve passenger experience using AI-driven solutions.
7. Apply cybersecurity measures in self-service environments.
8. Analyze passenger data for operational intelligence.
9. Ensure regulatory and aviation security compliance.
10. Evaluate emerging airport digital transformation trends.
11. Develop implementation strategies for self-service technologies.
12. Strengthen stakeholder collaboration for technology deployment.
13. Promote innovation, sustainability, and continuous improvement.

Organizational Benefits

- Improved passenger satisfaction and customer experience.
- Reduced passenger processing time.
- Increased airport operational efficiency.
- Lower operational and staffing costs.
- Enhanced aviation security compliance.
- Better utilization of airport infrastructure.
- Improved real-time operational visibility.
- Higher service quality and consistency.
- Increased business resilience and scalability.
- Stronger competitive advantage through innovation.

Target Audience

- Airport Operations Managers

- Airline Operations Personnel
- Passenger Services Officers
- Airport Customer Experience Teams
- Aviation Technology Specialists
- Airport Security Personnel
- Airport IT Professionals
- Aviation Consultants

Course Duration: 5 days

Course Modules

Module 1: Introduction to Passenger Self-Service Technologies

- Evolution of passenger self-service technologies
- Digital transformation in airport operations
- Passenger journey mapping
- Self-service technology ecosystem
- Industry standards and regulatory framework
- Case Study: Singapore Changi Airport digital passenger processing

Module 2: Self Check-in and Self Bag Drop Systems

- Self check-in kiosk operations
- Self bag drop technologies
- Passenger identity verification
- Queue management optimization
- Integration with airline systems
- Case Study: Amsterdam Schiphol Airport automated baggage processing

Module 3: Biometric Passenger Processing

- Biometric identification technologies
- Facial recognition applications
- Touchless passenger verification
- Privacy and data protection
- Border control integration
- Case Study: Dubai International Airport Smart Tunnel

Module 4: Mobile Passenger Services and Digital Applications

- Mobile check-in platforms
- Digital boarding passes

- Airport mobile applications
- Passenger communication technologies
- Personalized digital services
- Case Study: Delta Air Lines mobile passenger experience

Module 5: Smart Airport Automation and AI Solutions

- Artificial intelligence applications
- Predictive passenger flow management
- Robotics in passenger services
- Internet of Things integration
- Smart airport operations
- Case Study: Incheon International Airport smart automation initiatives

Module 6: Cybersecurity and Regulatory Compliance

- Cybersecurity risks in self-service systems
- Data privacy regulations
- ICAO and aviation compliance
- Risk management strategies
- Incident response planning
- Case Study: European airport cybersecurity resilience practices

Module 7: Performance Monitoring and Continuous Improvement

- Key performance indicators
- Passenger satisfaction measurement
- Operational analytics
- Service quality improvement
- Continuous innovation frameworks
- Case Study: Heathrow Airport passenger experience optimization

Module 8: Future Trends in Passenger Self-Service Technologies

- Digital identity management
- Cloud-based airport technologies
- AI-powered passenger personalization
- Sustainable smart airport innovations
- Future airport transformation roadmap
- Case Study: Hamad International Airport digital innovation strategy

Training Methodology

- Interactive expert-led presentations
- Facilitated group discussions
- Practical technology demonstrations
- Hands-on simulation exercises
- Real-world airport case study analysis
- Individual and team-based assignments
- Problem-solving workshops
- Experience sharing sessions
- Knowledge assessments and feedback
- Action planning for workplace implementation

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
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

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