

Airport Operations Coordination Foundations Training Course

25 – 29 October 2027
Vienna

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Training Center

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Ref: 2055_250847 **Date:** 25 – 29 October 2027 **Location:** Vienna **Fees:** 7500 Euro

Overview

Airport Operations Coordination Foundations Training Course is a one-week foundation course for airport operations officers, terminal and airside coordinators, ground personnel, and aviation entrants who leave with a Daily Airport Operations Control File. Participants connect terminal, landside, airside, turnaround, passenger, baggage, safety, service, and reporting interfaces across an operating day. The course builds coordination awareness without replacing role-specific authorization or qualification. Agile Leaders Training Center presents airport operations coordination training.

Who Should Attend

- Teams responsible for coordinating terminal, landside, and airside activity
- Personnel responsible for monitoring passenger and baggage flows
- Functions responsible for stakeholder communications and shift handovers
- Ground operations teams responsible for turnaround interfaces and service status
- Aviation entrants responsible for supporting daily airport operations control

The course assumes participants can interpret routine operational information and leaves out licensing, security qualification, airside driving authorization, ramp qualification, rescue training, dangerous-goods qualification, and emergency-response certification.

Departments and Industries

The course supports departments and industries that coordinate people, aircraft, facilities, information, and service flows.

- Airport operations control and duty management
- Terminal, passenger-service, and baggage functions
- Airside, apron, and ground-handling coordination
- Airlines, aviation service providers, and airport contractors
- Facilities, customer experience, safety, and operational performance teams

Learning Objectives

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

- Analyze the airport operating environment and stakeholder interfaces
- Use terminal, passenger, baggage, and turnaround control tools
- Apply airside awareness and operational communication practices
- Prioritize disruption, service, and resource coordination actions
- Build shift handovers and occurrence reports
- Build a Daily Airport Operations Control File

Course Agenda

Day 1: Map the Airport Operating Environment

- Airport Landside, Terminal, and Airside System Map
- Airport Stakeholder Responsibility Matrix
- Daily Operations Control Cycle
- Operational Information and Communication Channel Map
- Shift Role, Boundary, and Escalation Guide

Day 2: Coordinate Terminal and Passenger Flows

- Terminal Process and Passenger Journey Map
- Check-In, Security, Boarding, and Arrival Interface Board
- Passenger Queue and Capacity Observation Sheet
- Baggage Flow and Handover Control Map
- Terminal Service Status and Assistance Register

Day 3: Coordinate Airside and Turnaround Interfaces

- Apron Zone and Airside Awareness Diagram
- Aircraft Turnaround Milestone Control Board
- Ground-Handling Responsibility and Handover Matrix
- Foreign Object Debris Observation and Escalation Log
- Airside Condition and Operational Restriction Record

Day 4: Control Disruption and Performance

- Operational Disruption Classification Matrix
- Delay, Diversion, and Recovery Action Register
- Safety and Security Interface Escalation Path
- Airport Service Performance Dashboard
- Occurrence Report and Shift Handover Template

Day 5: Practice Airport Operations Coordination

- Suggested Exercise: Map Stakeholders and Daily Control Channels
- Suggested Exercise: Coordinate Passenger and Baggage Flow
- Suggested Exercise: Track an Aircraft Turnaround
- Suggested Exercise: Resolve a Disruption and Complete a Handover
- Capstone Exercise: Present a Daily Airport Operations Control File

Practical Exercises

The course uses suggested activities to connect operational status, stakeholder decisions, flow evidence, and handovers.

- Suggested activity: map an operating day across landside, terminal, airside, airline, handler, and service-provider interfaces.
- Suggested activity: observe passenger, baggage, and turnaround milestones and document emerging constraints.
- Suggested activity: classify a disruption, prioritize actions, communicate status, and record owners and follow-up.
- Suggested activity: assemble control boards, logs, reports, and handover evidence into a Daily Airport Operations Control File.

FAQs

Who suits airport operations coordination training, and what does it assume?

Airport operations coordination training suits operations officers, terminal and airside coordinators, ground personnel, and aviation entrants. It assumes participants can interpret routine operational information and does not replace role-specific authorization.

How does airport operations coordination differ from airport management training?

Airport operations coordination focuses on daily flows, status, handoffs, communications, disruptions, and reporting. Airport management training also addresses strategy, finance, commercial development, governance, infrastructure planning, and organizational leadership.

What does daily airport operations control coordinate?

Daily airport operations control coordinates terminal, passenger, baggage, airside, turnaround, facility, safety, service, and stakeholder information so that constraints, decisions, owners, and handovers remain visible.

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Why are shift handovers important in airport operations?

Shift handovers preserve operational status, restrictions, unresolved actions, service impacts, safety concerns, resource needs, and accountable owners between teams. A structured handover reduces information loss without replacing local procedures.

Conclusion

Participants take a Daily Airport Operations Control File back to their workplace. It links system maps, flow boards, turnaround milestones, disruption actions, performance measures, occurrence reports, and shift handovers. The file changes fragmented operational updates into a traceable basis for coordination, escalation, service review, and continuity between shifts.