

About

In a rapidly changing environment, airports must adapt to economic downturns, technological changes, market fluctuations, airline commercial deregulation, and the global trend of transforming airports from government organizations to more business-like entities. These pressures significantly impact how airports operate, both financially and operationally. In these challenging times, and with increasing competition from other airports and modes of transportation, it is crucial that airports recruit and equip employees and managers with the best available knowledge and skills. This course is designed to provide a comprehensive overview of airport operations and the necessary tools to apply this knowledge and skills within the airport environment. It is intended not only for personal development but also to aid in making better decisions for the organization.

Objective

Upon completing this course, you will have the skills to:

- Understand the history of aviation and the role airports play in the economy
- Discover the various airport customers and partners.
- Gain knowledge about the multiple operational and business functions of airports.
- Acquire the tools to apply knowledge and skills to the airport environment.

Prerequisite

- Recently appointed airport staff
- Travel industry staff
- Newcomers to the industry

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Exam Format: Multiple-Choice questions, Closed textbook
- Number of Questions: 100
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam Attempts: 2

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.
- A Dangerous Goods Regulations Certificate, approved by the Federal body of UAE General Civil Aviation Authority (GCAA), will be awarded.
- Internship at Ras Al-Khaimah International Airport, UAE, is included.

Content

The key topics covered during this course include:

- Operational functions of the airport
- Rescue, firefighting and other support services
- Airport issues and challenges
- The future of airports
- Technological developments