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COURSE BROCHURE

Airline Operations Control and Disruption Recovery Training

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Registered in the United Kingdom and Saudi Arabia

Airline Operations Control and Disruption Recovery Training

Airline Operations Control and Disruption Recovery is a 1-week training course for operations controllers, duty managers, crew controllers and maintenance control staff, built around an operations control decision guide that sets recovery options, decision rights and communication triggers for weather, technical and air traffic disruption. Tight fleets and crews leave little spare capacity when a day goes wrong. Jupiter Prime Training designed this Airline Operations Control and Disruption Recovery course for airline operations centres.

Why Airline Operations Control and Disruption Recovery Matter Now

Airlines run high aircraft utilisation and lean crew rosters, so one thunderstorm, aircraft on ground or flow restriction can cascade across the network within hours. Passengers expect early rebooking messages, crew expect legal and humane rosters, and finance counts the cost of each cancellation, hotel night and ferry flight. An airline whose operations centre recovers with clear priorities restores the schedule faster and limits cost; one that improvises loses crews to duty limits and strands passengers. The course draws on ICAO Annex 6 Operation of Aircraft for operational control and flight dispatch responsibilities, and ICAO Annex 19 Safety Management for safety risk decisions under pressure.

Who Gains Most from Airline Operations Control and Disruption Recovery

- Controllers who monitor flights and decide delays, swaps and cancellations
- Duty managers who lead the operations centre during major disruption
- Crew controllers who protect legality and reassign crews after changes
- Maintenance controllers who advise on aircraft availability and deferrals
- Dispatchers who prepare flight plans, fuel and weather briefings

An operations centre that sends its duty manager, a flight controller and a crew controller together gains most, since recovery depends on these desks agreeing one plan quickly.

Airline Operations Control and Disruption Recovery Capabilities

Each outcome replaces ad hoc firefighting in the operations centre with structured recovery choices that protect safety, crews and passengers.

- Describe the operations centre desks, their decision rights and hand-offs — operations leadership
- Apply dispatch and flight-following duties to weather and technical events — flight dispatch
- Assess aircraft recovery options such as swaps, delays, cancellations and ferry flights — duty managers
- Calculate crew legality impacts and choose crew recovery options — crew control
- Specify passenger reaccommodation priorities for misconnections and cancellations — customer service partners

- Build a post-event review that records decisions, costs and lessons — safety and operations committees

Key Airline Operations Control and Disruption Recovery Terms

- Operations control centre OCC — the airline unit that monitors the day's flying and coordinates decisions across flight, crew, maintenance and customer desks.
- Operational control — the authority over starting, continuing, diverting or ending a flight in the interest of safety and regularity.
- Aircraft swap — reassigning a flight to a different aircraft to absorb a delay or technical problem.
- Crew legality — whether a crew member can still operate within duty, flight time and rest limits.
- Ferry flight — a flight without passengers to reposition an aircraft for recovery or maintenance.
- Reaccommodation — moving disrupted passengers to alternative flights, routings or carriers.

Airline Operations Control and Disruption Recovery Day by Day

Day 1: The Operations Control Centre

- OCC Structure and Desks — Flight, Crew, Maintenance and Customer Roles
- ICAO Annex 6 Operational Control — Authority and Shared Responsibility
- Day-of-Operations Picture — Status Boards and Watch Lists
- Communication Lines — Stations, Cockpit and Partner Airlines
- OCC Performance Baseline — Current Recovery Time and Cost

Day 2: Dispatch and Flight Monitoring

- Flight Planning and Fuel Policy — Alternates and Contingency Fuel
- Weather Assessment — Forecasts, Thunderstorms and Low Visibility
- Flight Following — Position Monitoring and En-Route Diversions
- Minimum Equipment and Performance Limits — Dispatch Decisions
- Air Traffic Flow Restrictions — Slot Delays and Rerouting Choices

Day 3: Aircraft and Crew Recovery

- Disruption Assessment — Scale, Duration and Network Impact
- Aircraft Recovery Options — Swaps, Delays, Cancellations and Ferries
- Crew Legality Checks — Duty, Flight Time and Rest Limits
- Crew Recovery Options — Reserves, Deadheading and Pairing Changes
- Maintenance Input — Aircraft on Ground and Deferral Options

Day 4: Passengers, Safety and Decision Quality

- Passenger Reaccommodation — Priorities, Protection and Interline Options
- Cancellation Decisions — Cost, Passenger and Recovery Trade-Offs
- ICAO Annex 19 Safety Risk Decisions — Pressure, Fatigue and Hazards
- Team Decision Making — Briefings, Challenge and Escalation
- Post-Event Review — Timelines, Costs and Corrective Actions

Day 5: Practising the Operations Control Decision Guide

- Weather Scenario — Applying Dispatch and Diversion Decisions
- Technical Scenario — Applying Aircraft Swap and Ferry Options
- Crew Disruption Scenario — Applying Legality and Reserve Choices
- Recovery Performance Measures — Restoration Time, Cancellations and Cost
- Operations Control Decision Guide — Options, Decision Rights and Triggers

Applying Airline Operations Control and Disruption Recovery After the Course

- Review the last major disruption with a timeline of decisions and compare it with the recovery options in the guide.
- Agree with crew control and maintenance control the information each desk needs in the first hour of a disruption.

Airline Operations Control and Disruption Recovery Questions FAQ

What is airline operations control and disruption recovery, and why does it matter now?

It is how an airline monitors the day's flying and restores the schedule after weather, technical or air traffic events. It matters now because high utilisation and lean crews let small problems spread quickly across the network.

Which roles gain most from airline operations control and disruption recovery training?

Operations controllers, duty managers, crew controllers, maintenance controllers and dispatchers gain most. They decide swaps, delays, cancellations and crew changes under time pressure and must coordinate those choices.

How does airline operations control and disruption recovery training differ from airport operations training?

Airport operations training covers terminals, airside and the airport operations centre. Airline operations control and disruption recovery training covers the carrier's own decisions: dispatch, flight following, aircraft and crew recovery and passenger reaccommodation.

What do you bring back from airline operations control and disruption recovery training?

You bring back an operations control decision guide with desk roles, dispatch checks, aircraft and crew recovery options, reaccommodation priorities, safety risk prompts and a post-event review format.

Airline Operations Control and Disruption Recovery: The Way Forward

The operations control decision guide first informs who decides what in the first hour of the next major disruption. Duty managers own it, and flight, crew and maintenance controllers use it on shift. After the first season of use, cancellation criteria and crew reserve levels deserve a fresh look to confirm recovery remains fast and affordable.