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COURSE BROCHURE

# Airport Crisis and Disruption Management Training Course

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Doha

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Registered in the United Kingdom and Saudi Arabia

# Airport Crisis and Disruption Management Training Course

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Airport crisis and disruption management is a 1-week training course for duty managers and crisis team members who lead terminals and airside operations through snowfall, thunderstorms, system outages and mass diversions, and who leave with a Disruption Response Playbook for their own airport. Disruption spreads faster across connected networks, and travellers judge an airport by how it treats them when flights stop. Jupiter Prime Training delivers this airport crisis and disruption management course.

## Why Airport Crisis and Disruption Management Matters Now

Three forces shape the subject. Severe weather events arrive more often and with less warning, shared digital platforms mean one failed check-in or baggage system can halt a whole terminal, and passengers broadcast their experience live on social channels. Airports that handle a disruption well protect partner airlines, keep stranded travellers safe and fed, and restart the schedule in hours; those that handle it badly face gridlocked stands, crowded halls and lasting reputational harm. The course rests on the Safety Management System SMS approach to hazards and on recognised incident command structures with strategic, tactical and operational levels.

## Who Gains Most from Airport Crisis and Disruption Management

- Shift leaders who own the terminal and airside picture during irregular operations
- Operations centre controllers who coordinate stands, gates and towing when diversions arrive
- Passenger services leads responsible for welfare, rebooking support and stranded traveller care
- Crisis cell members who staff tactical command and keep the decision log
- Communications officers who brief media, airlines and travellers during an event

The greatest gain comes when an operations centre, a terminal duty team and an airline station group attend together and rehearse the same handovers.

## Airport Crisis and Disruption Management Capabilities

Participants move from spotting the first signs of an irregular day to standing down a crisis cell with a clean recovery record.

- Assess early warning triggers for weather, outages and diversion surges — escalation to tactical command
- Design a tiered command structure with clear roles and handovers — senior duty leadership
- Apply stand and gate reallocation methods to absorb diverted aircraft — airline station managers
- Build a welfare plan for stranded travellers covering water, bedding and medical needs — passenger care teams
- Communicate holding statements and update cycles across channels — media, airlines and travellers
- Test recovery sequencing for the restart of the flight schedule — network and ground handling partners

## Key Airport Crisis and Disruption Management Terms

- Irregular operations — any day when weather, outages or diversions push the schedule outside its normal pattern and need special coordination.
- Tactical command — the level that turns strategic intent into coordinated actions across terminals, airside and partners during a crisis.
- Diversion acceptance — the decision to receive aircraft bound for another airport, based on stand, fuel, handling and terminal capacity.
- Passenger welfare — the care given to travellers held by a disruption, including food, water, rest areas, medical help and information.
- Holding statement — a short verified message issued early in an event to inform audiences while facts are confirmed.
- Recovery sequencing — the planned order in which flights, stands, baggage and staff return to normal after a disruption ends.

## Airport Crisis and Disruption Management Day by Day

## Day 1: The Disruption Landscape

- Disruption Typology for Weather, Outages and Diversions — Planning Scope
- Network Knock-On Mapping — Which Partners Feel the Impact First
- Early Warning Triggers and Thresholds — When to Escalate
- Safety Management System Hazard Logs — Linking Hazards to Disruption
- Lessons From Past Snow and Outage Events — Gaps to Close

## Day 2: Command Structures Under Pressure

- Strategic, Tactical and Operational Levels — Who Decides What
- Crisis Cell Activation Checklist — Speed of Mobilisation
- Decision Log Discipline — Accountability and Later Review
- Airline and Handler Liaison Desks — Shared Situational Awareness
- Shift Handover Briefings — Continuity Across Long Events

## Day 3: Diversions, Stands and Passenger Welfare

- Diversion Acceptance Matrix — Capacity Versus Duty of Care
- Stand, Gate and Towing Reallocation — Clearing Congested Aprons
- Stranded Traveller Welfare Plan — Water, Bedding and Medical Support
- Vulnerable Passenger Identification — Priority Care Decisions
- Terminal Crowd Flow Control — Preventing Unsafe Densities

## Day 4: Communication and Recovery

- Holding Statements and Update Cycles — Trust With Travellers
- Social Channel Monitoring — Correcting Rumours Quickly
- Recovery Sequencing for Flights and Baggage — Order of Restart
- Stand-Down Criteria — When the Crisis Cell Closes
- Hot Debrief Method — Capturing Lessons While Fresh

## Day 5: Practising the Disruption Response Playbook

- Tabletop Scenario on Mass Diversion — Applying Command Levels
- Outage Simulation With Welfare Plan — Testing Passenger Care
- Live Media Brief Rehearsal — Applying Holding Statements
- Recovery Timeline Exercise — Sequencing the Restart
- Disruption Response Playbook Draft — Roles, Triggers and Checklists

## Applying Airport Crisis and Disruption Management After the Course

- Run a tabletop exercise on a diversion surge with the operations centre and airline station leads, using the diversion acceptance matrix.
- Review the crisis cell activation checklist against the last irregular operations day and update triggers and contact lists.

## Airport Crisis and Disruption Management Questions FAQ

### What is airport crisis and disruption management and why does it matter now?

It is the discipline of leading an airport through weather, outages and diversions while keeping travellers safe and the schedule recoverable. It matters now because connected systems and severe weather make disruption more frequent and more visible.

### Which roles gain most from airport crisis and disruption management training?

Duty managers, operations centre controllers, passenger services leads, crisis cell members and communications officers gain most. They share decisions during irregular operations, so learning one command language helps them act together.

## How does airport crisis and disruption management differ from business continuity planning?

It focuses on leading the live event hour by hour. Business continuity planning keeps critical functions available over longer periods.

## What do you bring back from airport crisis and disruption management training?

You bring back a draft playbook with triggers, command roles, welfare checklists and message templates, tested in scenarios, ready to share with your operations centre and airline partners.

## Airport Crisis and Disruption Management: The Way Forward

The Disruption Response Playbook first informs the decision to activate the crisis cell when a trigger is reached. Duty managers, controllers and passenger services leads use it during every irregular day. After its first real use, revisit the welfare checklists and diversion thresholds, where live events expose weak assumptions.