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COURSE BROCHURE

Airport Operations Control Centre Management Training Course

4 – 8 October 2027
Barcelona

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Registered in the United Kingdom and Saudi Arabia

Airport Operations Control Centre Management Training Course

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Airport Operations Control Centre Management is a 1-week training course for airport operations duty managers who run the shift desk that coordinates stands, gates, ground resources and partner agencies, and it produces a Duty Shift Control Playbook. Every delay or weather warning passes through one control room, so each shift decision shapes punctuality and safety margins. Jupiter Prime Training delivers this course on airport operations control centre management.

Why Airport Operations Control Centre Management Matters Now

Traffic peaks are sharper, so stand and gate allocation leaves little slack. Airlines, handlers and security partners expect shared real-time information. Dashboards now raise more alerts than one person can read. A well-run control centre absorbs a closed stand quietly; a poorly run one spreads that fault across the day. The course rests on the Safety Management System SMS approach to hazard identification and on shared situational awareness practice.

Who Gains Most from Airport Operations Control Centre Management

- Duty managers who lead a control room shift and sign off its decision log
- Stand and gate allocation leads who resolve parking conflicts in real time
- Ground resource coordinators who deploy towing, buses and staff between flights
- Terminal operations leads who link passenger flow with airside events
- Airline station and handling agent leads who work inside the control centre

An airport sending its whole shift rota gains most, leaving with one escalation ladder and one handover routine.

Airport Operations Control Centre Management Capabilities

Participants practise reading a live operational picture, deciding who acts and recording why.

- Build a common operational picture from flight, stand and resource feeds — the duty manager's opening shift brief
- Apply an escalation ladder with clear trigger points — partner agencies and senior on-call managers
- Weigh stand, gate and towing options under conflict — airline punctuality and passenger connections
- Assess hazards raised during a shift using SMS reasoning — safety officers and the shift decision log
- Design a structured shift handover — the incoming duty manager and allocation desk
- Communicate disruption decisions in short, consistent messages — airlines, handlers and terminal staff

Key Airport Operations Control Centre Management Terms

- Common Operational Picture — one shared display of flights, stands, resources and alerts used by every desk.
- Escalation Ladder — defined trigger points showing when an issue moves up to the duty manager and beyond.
- Stand Conflict — two aircraft planned for the same parking position in overlapping times.
- Shift Handover Brief — a structured exchange of open issues and risks between outgoing and incoming teams.
- Decision Log — a timed record of each decision, its reason and its owner.
- Recovery Window — the period after a disruption in which the schedule returns to plan.

Airport Operations Control Centre Management Day by Day

Day 1: The Control Room and Its Partners

- Control Centre Roles and Desk Layout — Who Owns Each Operational Call
- Partner Agency Map — Interfaces With Airlines, Handlers and Security
- Daily Flight Schedule Reading — Spotting Pressure Points Before the Shift
- Service Level Indicators for Stands and Gates — Defining Acceptable Performance
- Opening Shift Brief Format — Setting Priorities for the Coming Hours

Day 2: Building Situational Awareness

- Common Operational Picture Assembly — Combining Flight, Stand and Resource Feeds
- Alert Filtering and Prioritisation — Separating Noise From Actionable Signals
- Weather and Airfield Status Monitoring — Anticipating Capacity Reductions
- Turnaround Milestone Tracking — Detecting Late Departures Early
- Radio and Message Discipline — Keeping Every Desk on the Same Facts

Day 3: Coordinating Stands, Gates and Ground Resources

- Stand and Gate Allocation Rules — Resolving Conflicts Between Competing Flights
- Towing and Remote Stand Decisions — Balancing Time, Cost and Passenger Impact
- Ground Equipment and Staff Deployment — Matching Resources to Peak Banks
- Terminal Flow Linkage — Aligning Check-In, Security and Boarding With Airside
- Resource Shortfall Options — Choosing What to Delay or Reassign

Day 4: Escalation and Disruption Decisions

- Escalation Ladder Design — Trigger Points for Duty Manager and On-Call Calls
- SMS Hazard Identification on Shift — Recording and Mitigating Emerging Risks
- Diversion and Late Arrival Handling — Protecting Stand Capacity and Connections
- Disruption Messaging Templates — Consistent Updates for Airlines and Terminal Teams
- Recovery Window Planning — Returning the Schedule to Plan After Delay

Day 5: Practising the Duty Shift Control Playbook

- Peak Bank Simulation — Applying the Common Operational Picture Under Pressure
- Stand Conflict Exercise — Testing Allocation Rules and Towing Options
- Escalation Drill — Running the Ladder With Partner Agency Roles
- Decision Log and Shift Handover Review — Checking Reasoning and Continuity
- Duty Shift Control Playbook Completion — Routines, Triggers and Messages for Each Shift

Applying Airport Operations Control Centre Management After the Course

- Introduce the structured shift handover brief on one rota and track open-issue carry-over.
- Run a short escalation drill with airline and handler leads using the trigger points set during the course.

Airport Operations Control Centre Management Questions FAQ

What is airport operations control centre management and why does it matter now?

It is the discipline of running the control room that coordinates daily airport activity. It matters now because one slow decision at a traffic peak can spread delay for the rest of the day.

Which roles gain most from airport operations control centre management training?

Duty managers gain most, followed by stand and gate allocation leads, ground resource coordinators, terminal operations leads and airline or handling agent staff based in the control room.

How does this airport operations control centre management course differ from an extended recovery course?

It focuses on running a single shift well. Rather than long-range capacity planning or major recovery, it covers awareness, escalation, resources and everyday disruption decisions at the duty desk.

What do you bring back from airport operations control centre management training?

You bring back a playbook for your control room. It sets out alert priorities, stand rules, escalation triggers and the handover routine, ready to test with your rota.

Airport Operations Control Centre Management: The Way Forward

The Duty Shift Control Playbook first informs how the next peak bank is briefed and which triggers send an issue up the escalation ladder. Duty managers, allocation leads and partner agency staff use it on every shift. After its first month of use, revisit the alert priorities and handover questions, as real disruptions show which routines need tightening.