Airport Operations Control Center (AOCC) Training Course

Professional Development Training Course Outline

Category	Aviation and Airport Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The Airport Operations Control Center (AOCC) serves as the strategic command hub that integrates airport operations, airline coordination, safety management, emergency response, resource allocation, and real-time decision-making to ensure seamless airport performance. As global aviation continues to embrace Airport Collaborative Decision Making (A-CDM), digital transformation, artificial intelligence, predictive analytics, aviation data integration, and smart airport technologies, the AOCC has become a mission-critical function for maintaining operational continuity, enhancing passenger experience, improving on-time performance, and ensuring regulatory compliance. Airport Operations Control Center (AOCC) Training Course equips participants with practical knowledge, advanced coordination skills, and industry best practices required to manage complex airport environments effectively while strengthening operational resilience and organizational performance.

The course provides comprehensive insights into integrated airport operations, stakeholder collaboration, disruption management, aviation risk management, operational intelligence, crisis communication, airport resource optimization, sustainability initiatives, cybersecurity awareness, and performance monitoring. Participants will gain practical experience through international case studies, simulation exercises, collaborative workshops, and operational planning scenarios based on globally recognized aviation standards and ICAO recommendations. Upon completion, participants will possess the competencies necessary to lead Airport Operations Control Centers that support safe, secure, efficient, customer-focused, and resilient airport operations in today's rapidly evolving aviation industry.

Programme Curriculum

Airport Operations Control Center (AOCC) Training Course

Introduction

The Airport Operations Control Center (AOCC) serves as the strategic command hub that integrates airport operations, airline coordination, safety management, emergency response, resource allocation, and real-time decision-making to ensure seamless airport performance. As global aviation continues to embrace Airport Collaborative Decision Making (A-CDM), digital transformation, artificial intelligence, predictive analytics, aviation data integration, and smart airport technologies, the AOCC has become a mission-critical function for maintaining operational continuity, enhancing passenger experience, improving on-time performance, and ensuring regulatory compliance. Airport Operations Control Center (AOCC) Training Course equips participants with practical knowledge, advanced coordination skills, and industry best practices required to manage complex airport environments effectively while strengthening operational resilience and organizational performance.

The course provides comprehensive insights into integrated airport operations, stakeholder collaboration, disruption management, aviation risk management, operational intelligence, crisis communication, airport resource optimization, sustainability initiatives, cybersecurity awareness, and performance monitoring. Participants will gain practical experience through international case studies, simulation exercises, collaborative workshops, and operational planning scenarios based on globally recognized aviation standards and ICAO recommendations. Upon completion, participants will possess the competencies necessary to lead Airport Operations Control Centers that support safe, secure, efficient, customer-focused, and resilient airport operations in today's rapidly evolving aviation industry.

Course Objectives

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

1. Understand the strategic functions and responsibilities of an Airport Operations Control Center (AOCC).
2. Apply Airport Collaborative Decision Making (A-CDM) principles to improve operational efficiency.
3. Coordinate multi-agency airport operations using integrated operational planning techniques.
4. Utilize aviation operational intelligence for informed decision-making.
5. Improve airport resource allocation through data-driven operational planning.
6. Strengthen airport disruption management and operational recovery capabilities.
7. Implement aviation safety management principles within AOCC operations.
8. Enhance emergency preparedness and crisis management coordination.
9. Optimize passenger flow and terminal operations through operational analytics.
10. Apply performance measurement techniques using airport operational KPIs.
11. Integrate digital technologies and smart airport solutions into AOCC operations.
12. Improve stakeholder communication and collaborative operational leadership.
13. Develop continuous improvement strategies for resilient airport operational excellence.

Organizational Benefits

Organizations participating in this course will benefit through:

- Improved airport operational efficiency.
- Faster operational decision-making.
- Enhanced stakeholder collaboration.
- Reduced operational disruptions.
- Better resource utilization.

- Increased passenger satisfaction.
- Improved regulatory compliance.
- Stronger emergency preparedness.
- Higher operational resilience.
- Enhanced airport performance management.

Target Audiences

1. Airport Operations Managers
2. Airport Duty Managers
3. Airline Operations Controllers
4. Airport Safety Officers
5. Airside Operations Personnel
6. Aviation Emergency Coordinators
7. Airport Terminal Managers
8. Civil Aviation Authority Personnel

Course Duration: 5 days

Course Modules

Module 1: Introduction to Airport Operations Control Center (AOCC)

- Fundamentals of Airport Operations Control Centers
- AOCC organizational structure and responsibilities
- Airport operational ecosystem and stakeholders
- Operational command and coordination principles
- International AOCC best practices
- Case Study: Singapore Changi Airport Integrated Operations Control Center

Module 2: Airport Collaborative Decision Making (A-CDM)

- Principles of Airport Collaborative Decision Making
- Stakeholder information sharing
- Collaborative operational planning
- Enhancing airport turnaround performance
- Managing operational dependencies
- Case Study: Eurocontrol A-CDM Implementation at Munich Airport

Module 3: Airport Operational Coordination

- Coordinating airlines, ground handlers and service providers
- Airside and terminal operational integration

- Resource allocation and scheduling
- Operational communication protocols
- Daily operational briefings and coordination meetings
- Case Study: Heathrow Airport Integrated Operational Coordination

Module 4: Operational Monitoring and Decision Support

- Real-time operational monitoring systems
- Airport operational dashboards
- Flight information management
- Decision support technologies
- Predictive operational analytics
- Case Study: Dubai International Airport Operational Intelligence Center

Module 5: Airport Disruption and Crisis Management

- Managing flight disruptions
- Weather contingency planning
- Airport emergency coordination
- Business continuity planning
- Operational recovery strategies
- Case Study: Atlanta Hartsfield-Jackson Airport Severe Weather Recovery

Module 6: Airport Safety and Operational Risk Management

- Safety Management Systems integration
- Operational hazard identification
- Risk assessment techniques
- Incident reporting and investigation
- Regulatory compliance requirements
- Case Study: Sydney Airport Safety Management Program

Module 7: Performance Management and Smart Airport Operations

- Airport operational KPIs
- Operational performance reporting
- Smart airport technologies
- Artificial Intelligence applications
- Continuous operational improvement
- Case Study: Incheon International Airport Smart Operations Center

Module 8: Leadership and Future Airport Operations

- Leadership within Airport Operations Control Centers
- Change management in airport operations
- Cross-functional stakeholder collaboration
- Operational resilience strategies
- Future trends in airport operational management
- Case Study: Hamad International Airport Digital Transformation Journey

Training Methodology

- Interactive instructor-led presentations
- Facilitated group discussions
- Airport operational simulations
- Real-world aviation case studies
- Scenario-based learning exercises
- Group workshops and collaborative activities
- Practical operational planning sessions
- Video-based learning and operational reviews
- Performance evaluation exercises
- Action planning and knowledge assessments

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center

account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com