

Course Title	Airport Operations Management				
Course Code	AVM251				
Course Type	Major Elective				
Level	Bachelor (1 st cycle)				
Year / Semester	3 rd Year / 2 nd Semester				
Instructor's name	TBA				
ECTS	5	Lectures / week	3 Hours/ 14 Weeks	Laboratories / week	None
Course Purpose and Objectives	<p>The purpose of the Airport Operations Management course is to provide the student with a solid understanding of the process of efficiently planning, implementing and controlling the production of the air service at an airport. It aims in analyzing the process that must be implemented in order to move the departing passengers, bags and cargo from landside (public access area), through the terminal and finally onto the airside (restricted flight operations area) for the purpose of boarding their flight and vice-versa (the reverse process for arriving passengers). Airport operations are examined with relation to safety and emergency management.</p>				
Learning Outcomes	<p>Upon successful completion of this course students should be able to:</p> <ul style="list-style-type: none"> • Define and analyse airport operation processes throughout the airport layout • Outline the regulatory requirements concerning airport operations • Define the core functions of airport operations • Describe the airside operations areas and inspection processes • Describe airport safety programs and analyse their importance for safety • Demonstrate knowledge of landside and terminal operations and their effect on passenger satisfaction and safety • Demonstrate understanding of the necessity of airport emergency planning • Discuss emerging issues relating to airport operations 				
Prerequisites	AVM114	Co-requisites	None		

Course Content

- **Introduction:** Purpose of Airport Operations Management, operations through the airport layout (landside, terminal, airside), regulatory requirements. Development of airport operations, safety, security, communications, the airport as a system. Airport authorities and management.
- **Operations and the airport environment:** Airport compliance and standards, airport stakeholders, core functions of airport operations (inspection, communications, weather monitoring and reporting, airport maintenance). Airport safety, safety management systems, risk management, development of a safety culture.
- **Airside operations:** Regulatory review of flight and related airside operations, self-inspection personnel and training, the airside inspection process. Responsibilities of the airside operations manager. Air operations area, runways, taxiways, movement areas, airfield signs, markings and lighting. Air traffic control and air operations, aircraft navigational aids, weather observation stations.
- **Airport safety programs:** Airport condition reporting, notices to airmen, runway incursion prevention, airfield driver training, snow and ice control, wildlife hazard control, aircraft rescue and firefighting, hazardous material and fire prevention, safety during constructions.
- **Landside and terminal operations:** Operations and responsibilities, terminal design, airport types. Passenger supply chain, terminal configurations, passenger distribution models. Departing passenger-related processes: Ticketing, check-in, security screening, concourse and gate areas. Arriving passenger-related processes: Flight information display screens, exit lane, baggage claim. Non-public areas. Airline operations. Passenger experience, customer satisfaction, lost and found, terminal zoning, individuals with functional needs. Responsibilities of the terminal manager. Ground transportation, airport roadway layout, vehicle access, car rental operations, taxi operations. Responsibilities of the landside operations manager. Airport parking.
- **Airport emergency planning:** Introduction to airport emergency management planning, essential functions for emergency operations, protective actions, law enforcement and security, firefighting and rescue, health and medical operations, emergency operations centre, terrorism incidents, natural disasters.
- **Emerging issues:** Unmanned aerial vehicles, emerging airport safety and security challenges, spaceports and other.

	<p>Software will be used to demonstrate how technology can be invoked to assist with airport operations. Such software may be based on a number of solutions, such as:</p> <ul style="list-style-type: none"> • SITA – Integrated Airport Operations Management System (https://www.sita.aero/solutions-and-services/solutions/airport-management) • iAirport - https://www.ibsplc.com/products/airport-operations • Atenea - https://www.quonext.com/en/tourism/software-management-erp-aviation-industry-airport • or other 								
Teaching Methodology	Face-to-face								
Bibliography	<ul style="list-style-type: none"> • Jeffrey Price, Jeffrey Forrest. <i>Practical Airport Operations, Safety, and Emergency Management: Protocols for Today and the Future.</i> Butterworth-Heinemann; 1st edition (2016). ISBN 978-0128005156. • Norman J Ashford, Pierre Coutu, John R. Beasley. <i>Airport Operations,</i> McGraw-Hill Education; 3rd edition (2012). ISBN 978-0071775847. • Airport Operations Manuals 								
Assessment	<table border="0"> <tr> <td style="padding-right: 20px;">Examinations</td> <td style="border: 1px solid black; text-align: center;">70%</td> </tr> <tr> <td>Assignments / Report</td> <td style="border: 1px solid black; text-align: center;">20%</td> </tr> <tr> <td>Participation</td> <td style="border: 1px solid black; text-align: center;">10%</td> </tr> <tr> <td></td> <td style="border: 1px solid black; text-align: center;">100%</td> </tr> </table>	Examinations	70%	Assignments / Report	20%	Participation	10%		100%
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Language	English								