



CCEK – NSQF ALIGNED PROGRAM

COURSE SYLLABUS

FOR

Airport Terminal Operations

Manager Operations

CCEK - NATIONAL SKILL DEVELOPMENT TRAINING PROGRAM

Airport Terminal Operations Manager Operations

CCEK – NSDC course package covers the following Qualification Packs and leads to the following NSDC certifications. The students who successfully completed the course programs are entitled to get NSDC certification after undergoing the assessment process of NSDC as per the rules and regulations stipulated by NSDC from time to time.

SL. NO.	QUALIFICATIONS PACK	QUALIFICATIONS PACK CODE	NSQF LEVEL
1	<p><u>Airport Terminal Operations Manager Operations</u></p> <p>Brief Job Description:</p> <p>The Airport Terminal Operations Manager is responsible for overseeing the daily operational activities within airport terminals to ensure safe, efficient, and customer-focused service delivery. This role coordinates with airlines, security, maintenance, and other stakeholders to manage terminal facilities, passenger flow, emergency response, and regulatory compliance.</p>	AAS/Q4504	6

COURSE DETAILS

Airport Terminal Operations Manager Operations

EXAMINATION DETAILS

COURSE NAME	COURSE CODE	ELIGIBILITY	DURATION
Airport Terminal Operations Manager Operations	G41	UG, Diploma	420

SL. NO.	EXAM	EXAM CODE	MAXIMUM MARK	INTERNAL	TOTAL MARK
THEORY PAPERS					
1	Airport Operations Fundamentals	T001	100	50	150
PRACTICAL PAPERS					
1	Introduction to Terminal Operations & Management	L001	100	50	150
TOTAL MARKS					
1	Total Examination Marks (Theory Online + Practical Examination)				200
2	Total Internal Marks				100
3	Total Marks (Total Internal Marks + Total Examination Marks)				300

Airport Terminal Operations Manager Operations

INTERNAL MARK CRITERIA FOR EACH

SL NO.	MODULE	MODULE CODE	MAXIMUM MARK	INTERNAL MARK	TOTAL MARK
1	Airport Operations Fundamentals	T001	100	50	150
2	Introduction to Terminal Operations & Management	L001	100	50	150
	TOTAL		200	100	300

ATTENDANCE	GENERAL PERFORMANCE	INTERNAL EXAMINATIONS/ PROJECTS/ ASSIGNMENTS	TOTAL MARKS
5	5	40	50

COURSE SYLLABUS

FOR

Airport Terminal Operations

Manager Operations

COURSE	Airport Terminal Operations Manager Operations	
TOTAL MARKS	Mark: 300	Internal Mark: 100
TOTAL HOURS	420 Hrs	

DEFENITION OF CREDIT

1 Credit	15Hrs Theory/ 30Hrs Practical
Skill Components	60 – 70 % of Total Credit

MODULES INCLUDED IN THIS SUBJECT

SL NO	MODULE NAME	CREDIT BREAKUP
1	Module 1: Introduction to Airport Operations	1
2	Module 2: Manage operational performance & provide safety & security oversight	3
3	Module 3: Manage contingencies and emergencies, enhance customer experience through process improvements	3
4	Module 4: Manage internal & external stakeholders and administration	3
5	Module 5: Follow Safety and Security Procedures	1.5
6	Module 6: Digital and AI Initiatives at Airport	1.5
7	Module 7: Employability Skills	1
	Total	14

Training Outcomes

- Describe in detail all facilities available both in the terminal and airside
- Describe all activities that pertain to operations at the airport
- Examine the growth and development standards in the field of airport operations
- Enumerate in detail the protocols of handling normal and VIP guests
- Describe & interpret the SMS Program of the Airport
- Assess the efficacy of the operational flow daily and in general
- Discuss the broad contours of the audit frameworks, customer experience philosophies
- Explain and distinguish the various parameters of the Airport Service Quality (ASQ) framework
- Actions to be initiated during emergency situations in terms of response and coordination
- Drive and analyze process audits to flag deviations and undertake corrective measures
- Implement technology solutions identified to optimize processes and improve operational efficiencies
- Resolve customer complaints where resolution has not been possible at lower levels of the chain
- Describe the entire employee lifecycle management process covering induction and exit
- Enumerate & compare the parameters and performance standards for concessionaires, suppliers, and vendors
- Estimate and prepare annual budgets jointly with the senior management taking into consideration historical data perspectives
- Identify, manage, and coordinate with stakeholders at the airport
- Representation as airport spokesperson at industry forums, groups
- Identify and mitigate risks associated with safety, security hazards and acts of unlawful interference
- List all policies and procedures at the workplace pertaining to safety, security, and acts of unlawful interference

MODULES

Module 1: Introduction to Airport Operations

THEORY

- Describe all activities that define the lifecycle of terminal operations at the airport
- Describe all activities that define the lifecycle of airside operations at the airport
- List the various sub functions that form a part of terminal and airside operations

PRACTICAL

- Apply all the principles that will help perform Terminal Operational Activities seamlessly
- Apply all the principles that will help perform Airside Operational Activities seamlessly
- Explain the basic actions to be taken in exceptional situations pertaining to airport operations

Module 2: Manage operational performance & provide safety & security oversight

THEORY

- Identify all the areas in the airport that will be covered under the operational scope
- Enumerate the protocols to be established for handling of important passengers
- Explain the impact on operational flow on account of engineering activity
- Describe & interpret the Safety Management System that is applicable for safe operations at the airport
- Classify safety and security risks and hazards according to their severity
- Describe the list of inspections as mandated by DGCA and other regulatory bodies

PRACTICAL

- Assess daily operations from all aspects to ensure seamless flow with minimum disruption
- Examine the impact of operations during construction activity being performed at the airport
- Prepare & test plans to mitigate safety risks and hazards
- Prepare SOP that is in compliance with national and international regulations
- Inspect all facilities to ensure compliance with DGCA and other regulatory bodies requirements
- Measure the effectiveness of security systems incident logging capabilities

Module 3: Manage contingencies and emergencies, enhance customer experience through process improvements

THEORY

- Describe in detail the airport emergency and contingency plans and responses
- Identify the agencies who need to be coordinated during an emergency situation
- Explain the risk assessment framework
- Define the broad contours of the airport's customer experience philosophy
- Discuss the audit framework of the airport for measuring process efficiencies
- Distinguish between the diverse parameters that define the Airport Service Quality Program

PRACTICAL

- Employ the actions as outlined to coordinate emergency responses
- Analyse and compare airport emergencies with stakeholder emergency plans to ensure uniformity
- Implement the risk mitigation framework
- Allocate resources to ensure optimization of their usage
- Drive and analyze process audits to measure their effectiveness
- Resolve customer complaints which have been escalated
- Act as a sponsor of technology interventions necessitated for process and operational efficiencies

Module 4: Manage internal & external stakeholders and administration

THEORY

- Identify the resource requirement in terms of human capital based on schedule requirements
- Describe the employee lifecycle process from induction to exit.
- Distinguish the varied training needs depending on the employee skill profile
- Describe the performance management criteria for evaluation of employees
- Enumerate all parameters for benchmarking of concessionaire, supplier, and vendor performance
- Estimate the expenditure for the financial year based on historical data
- Cite all audit requirements from the airport's financial perspective

PRACTICAL

- Conclude the hiring decisions along with respective stakeholders.
- Compare the skills, attitude & knowledge of employees post training
- Appraise the employees as per process defined and make appropriate decisions on promotions/performance improvement
- Coordinate with airport stakeholders in the course of daily operations as well contingency situations
- Analyse the performance of concessionaires, suppliers, and vendors against defined SLA's
- Prepare annual budgets in collaboration with senior management.
- Conclude and manage all consultant contracts
- Determine with appropriate stakeholders the course of action to be followed for cases involving employee misconduct
- Organize coaching/mentoring sessions for employees as defined
- Represent the airport in meetings with stakeholders, forums etc.

Module 5: Follow Safety and Security Procedures

THEORY

- identify any safety and security hazards like illness, accidents, fires, or acts of unlawful interference
- Describe the organisation's emergency procedures for accidents, fires, or acts of unlawful interference
- Describe the organisation's policies on safety and security

PRACTICAL

- Mitigate any safety and security hazards like illness, accidents, fires, or acts of unlawful interference
- Report any identified breaches of safety, and security policies and procedures to the designated person
- Coordinate with other resources at the workplace (within and outside the organization) to achieve safe and secure environment
- Update all records pertaining to health and safety procedures

Module 6: Digital and AI Initiatives at Airport

THEORY

- Learn how to use AI enabled robots and its different features
- List all activities carried out by AI enabled robot for passenger
- Rules and regulations to be followed
- Define the locations where robots will assist the passengers and understand the assistance method

- Understanding the error handling to avoid interference in operation flow
- Describe the points where contact-less service is being practiced at an airport
- Identify if the contact-less service is feasible at the desired spot, where it is affecting the passenger flow
- Understand the facilitation of services as per the official requirement during the time of passenger movement and shift
- Explain the concept of Digi Yatra
- Discuss the implementation of Digi Yatra on airport
- Explain the use at various locations at airport

PRACTICAL

- Making customers aware of the AI assistance facilities at the airport in the terminal area
- Facilitate services as per the official requirement during the time of passenger movement and shift
- Act as per procedure to monitor and maintain operational flow of the facility in Terminal
- Report deficiencies and non-availability of facility that impact customers or customer flow
- Finding out different positions at airport that can be made contact-less
- Monitor and maintain contact less practice at the Terminal
- Solving problems faced in using contact- less service
- Handling the operational flow with inclusion of contact less service
- Develop a sample plan of biometric processing which includes to achieve the target of seamless travel experience

Module 7: Employability Skills

THEORY

- Discuss the Employability Skills required for jobs in various industries.
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Describe the role of digital technology in today's life
- Explain entrepreneurship and opportunities available
- Understanding different types of customers and their needs
- Explain skills required to become a 21st century professional
- Understand to read and write basic English
- Understand how to create a career plan
- Explain effective communication skills
- Understand basic financial and legal knowledge

PRACTICAL

- Create a career plan
- Implement Self-awareness, time management, critical thinking, problem solving
- Create sample word documents, excel sheets and presentations using basic features, utilize virtual collaboration tools to work effectively wherever necessary
- Implement communication skills while handling different customers
- Be Apprenticeship and job ready