

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Port and Terminal Operations Management

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

Ports and terminals are critical nodes in global supply chains. This course covers port organisation and governance, terminal operations, berth and yard planning, equipment and productivity, safety and security, digitalisation, customer service and port performance measurement.

Port congestion and inefficiency affect trade and costs across supply chains. This course gives port and terminal professionals tools to improve operations.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses terminal case studies, planning exercises, productivity analysis and technology demonstrations.

Course objectives

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

- Understand port governance and business models
- Plan berth, yard and gate operations
- Improve equipment productivity
- Manage safety, security and environmental compliance
- Apply digital tools and port community systems
- Measure and improve port performance

Target audience

This course is suitable for:

- Port and terminal managers
- Operations planners
- Shipping and logistics professionals
- Port authority staff
- Customs and border professionals



Course content

Target competencies

Participants will develop competencies in:

- Port operations
- Berth and yard planning
- Productivity analysis
- Port safety and security
- Digital port systems
- Performance measurement

Course outline

Day 1: Ports and Terminals

09:00–09:54	Port functions
09:54–10:48	Governance models
10:48–11:00	Terminal types
11:00–11:30	**Coffee break**
11:30–12:12	Terminal types (continued)
12:12–13:06	Industry trends
13:06–14:00	Exercise: Port profile

Day 2: Terminal Operations Planning

09:00–09:54	Berth planning
09:54–10:48	Yard planning
10:48–11:00	Gate operations
11:00–11:30	**Coffee break**
11:30–12:12	Gate operations (continued)
12:12–13:06	Vessel operations
13:06–14:00	Workshop: Berth plan



Course content

Day 3: Equipment and Productivity

09:00–09:54	Cargo handling equipment
09:54–10:48	Productivity metrics
10:48–11:00	Maintenance
11:00–11:30	**Coffee break**
11:30–12:12	Maintenance (continued)
12:12–13:06	Automation
13:06–14:00	Exercise: Productivity analysis

Day 4: Safety, Security and Environment

09:00–09:54	Port safety
09:54–10:48	Security codes
10:48–11:00	Environmental management
11:00–11:30	**Coffee break**
11:30–12:12	Environmental management (continued)
12:12–13:06	Emergency response
13:06–14:00	Case study: Port incident

Day 5: Digitalisation and Performance

09:00–09:54	Terminal operating systems
09:54–10:48	Port community systems
10:48–11:00	Customer service
11:00–11:30	**Coffee break**
11:30–12:12	Customer service (continued)
12:12–13:06	KPIs and benchmarking
13:06–14:00	Capstone: Terminal improvement plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,820.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
London Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Dubai Confirmed dates	14 Dec 2026	18 Dec 2026	**£3,150.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,840.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.–**
Paris Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,860.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**
Istanbul Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,650.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Amsterdam Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Singapore Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,820.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
London Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.–**
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**£3,150.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**£2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**
Cape Town Confirmed dates	10 May 2027	14 May 2027	**£1,890.–**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	17 May 2027	21 May 2027	**£1,450.–**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.–**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,860.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**
Istanbul Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Amsterdam Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,540.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Cape Town Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,890.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Singapore Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,820.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
London Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,450.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	16 Aug 2027	20 Aug 2027	**£3,150.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Frankfurt Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,650.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,860.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.–**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**£2,650.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.–**
Amsterdam Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,540.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Singapore Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,820.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.–**
Rome Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,450.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**£3,150.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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